
Operational Evaluation Guidelines

Revision Number Three

October 1, 1993



**General Services Administration
Public Buildings Service
Washington, D.C. 20405**

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Operational Evaluation Guidelines Executive Summary

1. Purpose.

Operational evaluations are intended to assure management programs are effectively achieving results and ensuring preservation and protection of the Government's real property assets.

Such evaluation should:

- a. provide an opportunity for evaluator and operator to share concerns, information, data and observations.
- b. provide a written report of findings and recommendations to improve asset preservation and service delivery.

2. Use.

These guidelines are for use in making operational evaluations of both PBS operated and delegated agency operated building(s). They also serve as the basis for determining performance quality by PBS' most efficient organizations (MEO's) that have successfully bid for commercial activities under OMB Circular A-76 competition. Operational managers are encouraged to use these guidelines to ensure the accomplishment of their roles.

General instructions for the annual use of these guidelines for delegated agency operated buildings are included in Appendix B. While some program areas have somewhat different guidelines for delegated versus PBS operated buildings, the purpose of the guidelines is consistent.

3. Objective.

The operational evaluation is intended to assure objectivity, uniformity and consistency in the conduct of evaluations.

4. Scoring.

a. Weighted Evaluation Score. Each program area has a maximum raw score of 100 points. The raw score is multiplied by a weighted factor based upon the importance to the total operating program. The evaluation score on the Summary Rating Sheet is determined by calculating the average of the applicable program areas.

b. Partial Credit. Partial credit will be on the degree of compliance with the item rated in the service categories only. Administrative categories are rated as yes/no with no partial credit given. Factors not given a maximum score may require a written explanation in the "comments section" of the program evaluation. Noteworthy accomplishments and innovations are also indicated in the "comments section".

c. Non-applicable items. Certain program areas and/or certain specific questions in the guidelines may not apply to a particular operation. To compute the evaluation score, the evaluator will do the following:

Score all applicable items in each section of the program area and enter their values beside the respective section under Inspection Score on the program rating sheet. Next, sum each section's score to obtain the overall Inspection Score. Then determine the point value of the non-applicable items, for the section(s) where this condition exists. Subtract the value of the non-applicable items from 100 and divide the remainder into the total inspection score of the applicable items, then multiply by 100 to obtain the Adjusted Score. This adjusted score will be entered on the Program Rating Sheet under the respective program on the Summary Rating Sheet.

Note: For some programs, a weighted score based on the size of the unit is also used. For example, when rating cleaning in several buildings, a weighting on the basis of each building's occupiable area is used.

REGION _____

DATE _____

LOCATION _____

**OPERATIONAL EVALUATION GUIDELINES
SUMMARY RATINGS**

<u>PROGRAM</u>	MAXIMUM SCORE	EVALUATION SCORE	WEIGHT FACTOR	WEIGHTED EVALUATION SCORE bxc	FROM PAGE
	(a)	(b)	(c)		
Operations & Maintenance	100	_____	.13	_____	B
Energy Conservation	100	_____	.13	_____	C
Custodial Management	100	_____	.13	_____	D
Safety & Environmental Management	100	_____	.09	_____	E
Concessions	100	_____	.04	_____	F
Repair & Alteration	100	_____	.09	_____	G
Contracting Program	100	_____	.04	_____	H
Resource Management	100	_____	.09	_____	I
Lease Management	100	_____	.04	_____	J
Reimbursable Services	100	_____	.09	_____	K
Space Assignment and Utilization	100	_____	.06	_____	L
Security	100	_____	.07	_____	M
Total - Operational Activity			1.00		

OPERATIONS AND MAINTENANCE PROGRAM RATING SHEET

REGION: _____

LOCATION: _____

Operational Unit: _____	<u>Maximum Score</u>	<u>*Evaluation Score</u>
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	<u> </u>

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*EVALUATION SCORE:

Service Delivery:

Actual Score	N/A's	
_____	75 - _____	x 75 = _____

Administrative Program:

Actual Score	N/A's	
_____	25 - _____	x 25 = _____

Report Prepared By (Signature) _____	Date _____
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OPERATIONS AND MAINTENANCE PROGRAM

GOALS

- Client requirements and needs are being met within the annual resource allocations. *
- The building(s) equipment and systems are operated and maintained in a manner that will provide for orderly client operations and ensure preservation of the Government's assets. *
- An approved preventive maintenance program has been established for the building(s) equipment and systems and preventive maintenance is being accomplished in accordance with the approved program and guidelines; and documentation of the program is being maintained to ensure quality services to our clients. *
- Provisions of the Federal Property Management Regulations, other applicable Federal regulations, laws, and Executive Orders are being complied with, to ensure quality services have been provided to our clients. *

OPERATIONS AND MAINTENANCE PROGRAM EVALUATION GUIDE

The intent of this evaluation guide is to provide the mechanical evaluator with information that will assist in determining the effectiveness of building operations and maintenance program while conducting a visual walking inspection. Exhibit 1 is an optional guide to use or adapt as an inspectional check list for the specific buildings being evaluated.

*
*
*
*
*
*
*

1. Building operation. Review operating records, and related data for compliance with approved Building Operating Plan (BOP). Examples: Manpower and equipment requirements. Startup/shutdown procedures. Heating/cooling equipment/system operating periods.

*
*
*

2. Service calls. Review daily service calls documented on GSA Form 1897, Maintenance Authorization or equivalent forms.

Check the service call log, Forms 1897, and review the following:

*

- a. Date and time complaint was reported.
- b. Maximum response time 1 day for normal operating hours.
- c. Location of work.
- d. Nature of service call problem.
- e. Date work was completed.
- f. Check for callbacks on the same service problems.

After reviewing items (a) through (f) on the service calls, determine if:

- g. Proper coding, completion, and handling of tickets.
- h. The response time is acceptable.
- i. There are continual callbacks.

*

3. Water treatment. Read the water analysis and prescribed water treatment program report. The following information will assist in understanding the water test and sampling program recommendations, which must be made by a qualified chemist or water treatment engineer. Algae and microbial slime growths can be prevented by using suitable microbial treatment. Shock or alternate biocide treatment may be required.

*
*

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If there is buildup of mineral deposits (scale) on heat transfer surfaces, such as water tower condensers, this indicates the water control program is inadequate. Corrosion can be controlled by using suitable inhibitors and pH control. *

a. Check the water testing and monthly sampling reports for closed systems, boilers, and chillers. *

b. Check the water testing and sampling reports for open systems condenser, condensate water, and cooling tower. *

c. Check for biological growth, dirt buildup, or rust on cooling tower and standing water near ventilation air intakes. *

d. Check for use of biocides and their effectiveness. *

e. Check decorative fountain water display for biological growth and dirt buildup, if applicable. *

4. Preventive maintenance and inspections. Definite procedures for the preventive maintenance of all mechanical equipment in a building are necessary for efficient operation. The objectives of preventive maintenance and inspections are as follows: to ensure proper operation and maintenance of equipment, minimize major repairs, prevent breakdowns, control maintenance cost, assign personnel, and to keep adequate maintenance records and data. Well planned inspections and up-to-date and correct records are required for a successful preventive maintenance program. Inspection is a key phase of preventive maintenance. When minor deficiencies are over-looked, they can cause major breakdowns in the future. *

a. PM procedures for monthly records. Review and evaluate the Preventive Maintenance (PM) records. Note: *

1. Type of equipment to receive PM
2. Frequency
3. Locations and equipment number
4. Work prescribed by guidecard or other contract clauses *
5. Date work completed *

The inspector should take a flashlight, inspection mirror, non-destructive test equipment, thermometer pencil, and paper to check and note deficiencies when making inspections. Photographs of "as found" conditions can also be helpful. *

A reference copy of the approved PM package can be used to check the actual work performed, but it may be necessary to supplement these procedures with the manufacturer's instruction if the equipment is not of standard design and requires different maintenance. In these cases, the PM package should reference the applicable manufacturer's instructions. For contracts, determine if mechanical inspector is knowledgeable about maintenance specifications, reports, records, and any special requirements.

b. Fan assemblies. Fans should be inspected for proper operation, lubrication, and cleanliness. Fan blades must be properly aligned and rotate freely within their housings. The pulleys on the fan shaft and the motor shaft can be checked by observing belts during fan operation. (Turn power off and tag motor disconnect with danger tag, rotate by hand,) Check fan belts for wear. Belts should be of matched sets, and must ride equally on the pulleys.

If the fan assembly drive unit has a flexible connection, inspect the coupling for unusual noise, wear, and vibration. The shaft sleeve bearings for fans are lubricated with oil while ball bearings are packed with grease. Check for excess lubrication that can cause oil to drip from the bearing, resulting in unsightly collection of oil, lint, and an unsafe condition. Excess oil or grease must be kept off the equipment and floor.

c. Filters. Check fresh air filters in air handlers to see if they are missing, properly aligned, clogged, or have excessive pressure drop. The frequency of inspection and cleaning depends on the type system, type filter, geographical location, and air borne dirt. Where applicable, either pull the filter out and hold it to the light or on roll-type filters, put a flashlight behind the filter curtain to determine its condition. Check the condition of the drive mechanism. Check the air inlet side of the heating and cooling coils for cleanliness. Inspect coil frames and drain pans for absence of rust and deterioration. They should be clean and painted. Check for absence of ponded water and dirt buildup.

d. V-Belts. Inspect V-belts for breaks, evidence of wear, glazing of the tension surfaces, excessive flopping, and proper tension. A belt is tensioned properly if it has a deflection of one-half inch typically midway between the pulleys.

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If a belt is too loose, it will slip, while a tight belt will cause increased bearing load and more rapid bearing wear. *
Check for protective safety cover or other restraining device. *

e. Louver/damper. Inspect intake and exhaust damper assemblies to see that they are not damaged or corroding. *
Check for freedom of automatic damper movement. Note *
deficiencies. Examples: bent shafts, binding of blades or operating mechanism, bent rods or levers, unconnected damper actuators, and excessive air leakage when closed. Check *
outside and return air dampers for proper positioning and modulation. Outside air dampers should be 100 percent closed when return air dampers are 100 percent open and vice versa.

f. Cooling tower. The inside of the cooling tower is constantly exposed to water, chemicals, and air. This causes unprotected metal parts to corrode, and wooden parts to decay. When you inspect the tower:

1. Check for clogged, restricted, or unbalanced water flow. *
2. Check for foreign material in air intake louvers, drift eliminators, decking, or on protective fan screens.
3. Check for clogging of float valve, sump, and bleed off.
4. Look for scale on louvers, distribution pan.
5. Check foreign organic material build up in the tower sump. *
6. Check wooden decking and fill for decay and dry rot.
7. Check safety of tower structure and accessibility for inspection and maintenance. The superstructure, motors and switches should be free of rust and corrosion. *
8. Check the oil level in the fan speed reducer.
9. Listen for any unusual fan noises or vibrations. *
10. Check fan assemblies, motor, pulleys, bearings, and belts. *
11. Check the water level in the distribution pan or sump. *
12. Check loose or missing louvers. *
12. Check automatic controls for air damper, cell sequencing, sump heaters, and water by-pass. *

g. Switchgear and electrical systems. Check to insure that all main and service disconnects are properly and permanently labeled. Insure that all low voltage power circuit breakers (over 50 amps), molded case circuit breakers (over 400 amps), and motor starters/motor control centers are tagged with last inspection/maintenance date and name of contractor who *

performed maintenance. Check for unusual noise or vibrations, loose connections, or pitted contacts. All the electrical controls and switchgear equipment should be tagged if out of service or being repaired. Check to see that rubber mats are installed. Check that breaker power lights and open-close flags are working.

h. Boiler and unfired pressure vessel. Check for general condition of combustion controls, leaks (water, air or fuel), unrestricted safety valve and discharge piping, low water cut out, clean water level sight glasses, inspection certificates are current, posted, and made by certified inspectors (National Board of Boiler and Pressure Vessel Inspectors, or State or city). Boiler rooms should be clean and daily logs up-to-date. -Adequate supply air for combustion and absence of starving for air. Check to see that boiler plant startup, operation, and shutdown procedures are posted and applicable to plant.

i. Chillers. Check for general condition of controls, absence of leaks (water, air or refrigerants), safety valve and piping to outside for larger units, and working gauges. Chillers and surrounding areas should be clean. Check that log books are properly filled out. Check low pressure machines to insure that purge unit is functioning and there are no obvious leaks of refrigerants to the atmosphere. Check that oil use is not excessive. Check that venting, recovery, recycling, and reclaiming of refrigerants are in accordance with laws and regulations. Check to see that chiller plant startup, operation, and shutdown procedures are posted and applicable for the plant.

j. Pumps. Check for unusual noises or operating temperatures and pressures. Check coupling vibration for misalignment and for unsupported vibrating piping. Pumps having mechanical seals should not be leaking fluids. Check for water leaks or if water-cooled bearing for a small controlled packing leak. If excess leakage, new packing should be installed and water runoff controlled through adjustment of packing gland. Examine for rust which is a prevalent problem around pump structural parts. Cleaning and painting are required. Check to see that pump is firmly bolted to foundation. Check to see that valve stem threads are clean and isolation valves are free to operate.

k. Motors. Before you internally inspect any motor, be sure the electricity is turned off. Check for loose, vibrating, or uncovered electrical wiring. Check that

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grounding straps are installed and tightly secured. Feel the *
motor and bearing for excessive heat. Visually check the *
windings for cleanliness to be sure they are free of dirt, oil or
grease. Check oil and/or grease in motor and related systems.
Over-lubrication causes oil or grease to drip from the bearing,
which results in unsightly collection of oil and dirt. Motors
having sealed bearings do not require lubrication. These units
are lubricated for the life of the motor. REMEMBER, MORE MOTORS
HAVE FAILED DUE TO OVER LUBRICATION THAN FROM LACK OF
LUBRICATION. Inspect structural frame and motor assembly for
heat cracks, wear, and moisture. A visual inspection of the
motor starter panel should also be made for cleanliness, absence
of rust, and tagged if equipment is down for repairs
or preventive maintenance. Check to see that motor is firmly *
bolted to foundation. *

1. Steam traps/valves. Check steam traps and strainer for *
proper operation. Check that valves operate and open and *
close easily. However, do not attempt to operate valves without
first checking with the mechanical foreman. Valve stems should
be cleaned and not painted. Check for stem packing and bonnet*
bleaks. *

m. Equipment rooms. Mechanical spaces, fan rooms, boiler
rooms, elevator pits, elevator penthouses, chiller rooms, and
mechanical and electrical shops should be clean, not used as
general storage areas and locked. Check that combustible *
material is not near switchgear or boilers and that storage *
does not interfere with passage or equipment operation. *
Storage areas for mechanical supplies and materials should be*
neat. *

n. Air compressor. Check air storage tank or receivers for
water accumulation. Open manual drain valve or test automatic
drain valve. Check oil separators for signs of oil or
contamination entering into system. Check air filter for
cleanliness and tightness of fit. Check for unfired pressure *
vessel inspection certificate, if applicable. Check shutoff *
and starting operating pressures and for high cycling rate. *

o. Lamps/Lamping. Check lighting levels for work and *
inspection adequacy. Check that fixture diffusers are clear *
and not cloudy or opaque due to aging. Check that safety *
shields or guards are installed. Check for exposed wiring *
or missing support hangers. *

5. Forms. Utilize the following forms or equivalent as needed: *

- a. GSA Form 1003, Storage Battery Monthly Record *
- b. GSA Form 1231, Elevator Data Cards *
- c. GSA Form 1736, Equipment Inventory List *
- d. GSA Form 1739, Equipment History *
- e. GSA Form 1897, Maintenance Authorization *
- f. GSA Form 2109, Annual Field Office Craft Requirements *
- g. GSA Form 2523, Lampist Daily Call Record *
- h. GSA Form 2543, Low Voltage Circuit Breaker Test Record *
- i. GSA Form 2543A, Network Protector Test Record *
- j. GSA Form 2543B, Protective Relay Test Record *
- k. Logs (boiler plant, chiller plant, and tour) *
- l. Water Analysis/Treatment Records and Log *

6. General. The following comments are general recommendations on evaluating the overall condition of the building, components, equipment, and systems. For a small building or a highly centralized mechanical equipment building, all mechanical rooms should be inspected. For numerous small buildings or a large building with highly distributed equipment rooms, a smaller portion, 5-10 percent, should be inspected. Depending upon available time and travel distance, about 20-25 percent of the total field office mechanical spaces should be evaluated to assess the overall representative condition. *

a. Maintenance performed on equipment listed on PM cards is annotated and current. Check 20 to 30 recently completed cards or computer printout and respective equipment for compliance. *

b. A random inspection of the equipment, indicates that its condition is best described by one of the following ratings: *

(1) Excellent - All equipment is well maintained and operating efficiently. Occasional minor deficiencies found are of no operating significance, critical, or safety nature. One hundred percent of maximum rating. *

(2) Good - A majority of the equipment is well maintained and in good operating condition. There are no serious deficiencies. Seventy-five percent of maximum rating. *

(3) Marginal - Equipment is operating but shows neglect. Equipment is not being regularly maintained. Fifty percent of maximum rating. *

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(4) Failure - Equipment is in poor operating condition *
or is not operating. Several pieces of major equipment are *
maintained on a breakdown basis. Two or more service outages *
have occurred that resulted in agency lost work time or *
environmental discomfort to a significant portion of the *
building (20 percent or more of space). This does not include*
outages beyond the manager's control. No points allowed. *

OPERATIONS AND MAINTENANCE PROGRAM

Service Delivery	Maximum <u>75</u>	Actual <u> </u>	N/A <u> </u>		
	<u>EVALUATOR'S GUIDANCE</u>		<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. Condition of building components, equipment, and systems.	Judge the condition of buildings components, equipment and systems. See Exhibit 1(a) thru 1 (f) as a guide for making scoring judgement.		50	0	<u> </u>
B. An inspection program has been established, implemented, and documented to ensure that preventive maintenance (PM) is accomplished in accordance with the approved PM program.	Review program establishment, implementation and documentation for accomplishment of the PM program.		5	0	<u> </u>
C. A service call procedure has been established and implemented to ensure timely response and corrective action to occupant complaints.	Review procedure establishment and implementation and follow up actions.		5	0	<u> </u>
D. Inspection reports on file reflect the actual condition of the building equipment relative to the mechanical maintenance program.	Review against condition found in (A) above.		5	0	<u> </u>
E. Occupants are satisfied with building operating service.	To be determined by occupant survey and/or interviews by clients.		10	0	<u> </u>

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Administrative Program	Maximum <u>25</u>	Actual _____	N/A _____		
				<u>Yes</u>	<u>No</u>
A. Maintenance workload requirements, both force account and contract, are fully defined and documented. The operation maintains an accurate and up-to-date equipment inventory for each building.				2	0
B. Preventive maintenance is documented and work is scheduled.				8	0
C. The operation has an effective water treatment program including monthly water sample analysis reports for refrigeration and boiler systems, corrective action taken on these reports, and biocide treatment of cooling tower water.				2	0
D. All main connect and disconnect switches are permanently marked for identification.				1	0

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Administrative Program (continued)

	<u>Yes</u>	<u>No</u>	
E. All boilers in buildings have been inspected within the past year as evidenced by GSA Annual Inspection Certificates or equivalent form.	1	0	*
F. All unfired pressure vessels have been inspected within the past year as evidenced by GSA Annual Inspection Certificates or equivalent form.	1	0	*
G. All elevators have been inspected at intervals required by current standards. GSA Annual Inspection Certificate or equivalent form is displayed in the cab or the Operating Managers' Office.	2	0	* *
H. A copy of each maintenance contract, with all amendments and modifications included, is on file. Required schedules, plans and other submittals are also on file.	2	0	*

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Administrative Program (continued)

	<u>Yes</u>	<u>No</u>	
I. Maintenance inspectors are knowledgeable about their responsibilities, relevant contract requirements, and documentation procedures.	2	0	* * * * *
J. Boiler plant operating instructions are available and posted on or near equipment.	1	0	*
K. Chiller plant operating instructions are available and posted on or near equipment.	1	0	* * *
L. Records are being maintained with respect to the management and control of refrigerants.	2	0	* * *

OPERATIONS AND MAINTENANCE PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

EXHIBIT 1a

CONDITION OF BUILDINGS COMPONENTS, EQUIPMENT AND SYSTEMS

OPERATING ACTIVITY _____

DATE OF EVALUATION _____

BUILDING NAME AND ADDRESS _____

INSPECTED BY: _____

CATEGORY/ LOCATION	ITEM/SERVICE	CONDITIONS OBSERVED		REMARKS	*
		SAT	UNSAT		
A. ROOFTOP	1.EXHAUST FANS (NOISES)	_____	_____		
	2.A/C UNITS	_____	_____		
	3.FLAG/FLAGPOLE	_____	_____		
	4.SURFACE CONDITION	_____	_____		*
	5.ROOF DRAINS (PONDING)	_____	_____		
	6.ROOF FLASHING	_____	_____		
	7.LIGHTNING RODS/WIRE	_____	_____		*
	8.DIRT/BIRD SCREENS	_____	_____		*
	9.PARAPET/STRUCTURES	_____	_____		*
B. COOLING TOWER	1.LADDER/PLATFORM	_____	_____		*
	2.HOT DECK NOZZLES	_____	_____		*
	3.HOT DECK COVERS	_____	_____		*
	4.FILL MATERIAL	_____	_____		*
	5.DRIFT LOUVERS	_____	_____		*
	6.STRUCTURE CONDITION	_____	_____		*
	7.FLOAT/FEED VALVE	_____	_____		*
	8.FAN BLADES	_____	_____		*
	9.MOTOR/DRIVE/COUPLING	_____	_____		*
	10.WATER TREATMENT	_____	_____		*
	11.DIRT/ORGANIC MATTER	_____	_____		*
	12.TOWER SUMP CONDITION	_____	_____		*
C. ELEVATOR MACHINE ROOM	1.HOUSEKEEPING	_____	_____		
	2.VENTILATION EQUIPMENT	_____	_____		
	3.FILTERS	_____	_____		
	4.LIGHTS	_____	_____		
	5,SECURITY (LOCKS,ETC.)	_____	_____		
	6.RELAY (ARCING/BURNT)	_____	_____		*
	7.NOISES (UNUSUAL)	_____	_____		
	8.CABLING	_____	_____		*
	9.COMMUTATORS	_____	_____		*
	10.BRUSHES	_____	_____		*
	11.P.M. CHECKCHARTS	_____	_____		

EXHIBIT 1b

CONDITION OF BUILDINGS COMPONENTS, EQUIPMENT AND SYSTEMS

OPERATING ACTIVITY _____ DATE OF EVALUATION _____

BUILDING NAME AND ADDRESS _____

INSPECTED BY: _____

CATEGORY/ LOCATION	ITEM/SERVICE	CONDITIONS OBSERVED		REMARKS	*
		SAT	UNSAT		
D. ELEVATOR	1.CALL BUTTONS	_____	_____		
	2.RIDE (SMOOTHNESS)	_____	_____		
	3.NOISES (UNUSUAL)	_____	_____		
	4.ARRIVAL LIGHTS/BELLS	_____	_____		
	5.TELEPHONE	_____	_____		
	6.INDICATOR PANEL	_____	_____		
	7.LIGHT/FAN CEILING	_____	_____		
	8.SAFETY EDGE/LIGHT RAY	_____	_____		
	9.LEVELING TO FLOOR	_____	_____		
	10.RESPONSE TIME TO CALL BUTTON	_____	_____		
	11.CAB APPEARANCE	_____	_____		
	12.INSPECTION CERTIFICATION	_____	_____		
E. OFFICE/ OCCUPIABLE SPACE	1.LIGHTING LEVELS	_____	_____		
	2.TEMPERATURES/THERMOSTATS	_____	_____		
	3.VENTILATION	_____	_____		
	4.WINDOW SYSTEMS	_____	_____		
	5.DOORS (HARDWARE)	_____	_____		
	6.SAFETY CONDITIONS	_____	_____		
	7.DISTRIBUTION PANELS PROPERLY LABELED	_____	_____		*
	8.OVERALL APPEARANCE/PAINT	_____	_____		*
F. RESTROOMS	1.TOILETS (LEAKS, OPERATION)	_____	_____		
	2.URINALS (LEAKS, OPERATION)	_____	_____		
	3.LIGHTING	_____	_____		
	4.VENTILATION	_____	_____		
	5.STALL HARDWARE	_____	_____		
	6.FAUCETS (DRIPS, ETC.)	_____	_____		
	7.DRIPS (LEAKS, SLOW)	_____	_____		
	8.OVERALL APPEARANCE/PAINT	_____	_____		

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EXHIBIT 1c

CONDITION OF BUILDINGS COMPONENTS, EQUIPMENT AND SYSTEMS

OPERATING ACTIVITY _____ DATE OF EVALUATION _____

BUILDING NAME AND ADDRESS _____

INSPECTED BY: _____

CATEGORY/ LOCATION	ITEM/SERVICE	CONDITIONS OBSERVED		REMARKS	*
		SAT	UNSAT		
G. STAIR- WAYS/HALLS	1.LIGHTING	_____	_____		
	2.EXIT LIGHTS	_____	_____		
	3.EMERGENCY LIGHTS	_____	_____		
	4.FIRE EXTINGUISHERS	_____	_____		
	5.WATER FOUNTAINS	_____	_____		
	6.TILE/FLOORING	_____	_____		
	7.COVE BASE	_____	_____		
	8.OVERALL APPEARANCE/PAINT	_____	_____		
H. LOBBY/ ENTRANCES	1.LIGHTING	_____	_____		
	2.DOOR HARDWARE/SECURITY	_____	_____		
	3.EXIT LIGHTS	_____	_____		
	4.AUTOMATIC DOOR OPERATION	_____	_____		
	5.WEATHER STRIPPING	_____	_____		
	6.OVERALL APPEARANCE/PAINT	_____	_____		
I. ESCALATORS	1.HANDRAILS	_____	_____		
	2.RIDE (SMOOTHNESS)	_____	_____		
	3.NOISES (UNUSUAL)	_____	_____		
	4.COMBS	_____	_____		
	5.EMERGENCY SHUTDOWN	_____	_____		*
	6.OVERALL APPEARANCE/PAINT	_____	_____		*
J. ELEVATOR/ PIT	1.LIGHTING	_____	_____		
	2.OIL LEAKS	_____	_____		*
	3.SECURITY/LOCKS	_____	_____		*
	4.OVERALL APPEARANCE/PAINT	_____	_____		

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EXHIBIT 1d

CONDITION OF BUILDINGS COMPONENTS, EQUIPMENT AND SYSTEMS

OPERATING ACTIVITY _____ DATE OF EVALUATION _____

BUILDING NAME AND ADDRESS _____

INSPECTED BY: _____

CATEGORY/ LOCATION	ITEM/SERVICE	CONDITIONS OBSERVED		REMARKS	*
		SAT	UNSAT		
K. BOILER ROOM	1.OPERATING CONTROLS	_____	_____		*
	2.SAFETY RELIEF VALVES	_____	_____		*
	3.WATER TREATMENT	_____	_____		
	4.AIR/FUEL/WATER LEAKS	_____	_____		
	5.WATER LEVEL INDICATOR	_____	_____		*
	6.INSULATION	_____	_____		*
	7.ADEQUATE SUPPLY AIR	_____	_____		*
	8.OPERATING INSTRUCTIONS	_____	_____		*
	9.OPERATING/TOUR LOGS	_____	_____		*
	10.LIGHTING	_____	_____		*
	11.OVERALL APPEARANCE/PAINT	_____	_____		
L. CHILLER ROOM	1.CONDENSER WATER TEMPERATURES	_____	_____		*
	2.CHILLED WATER TEMPERATURES	_____	_____		*
	3.PURGE UNIT	_____	_____		*
	4.RECOVERY UNIT	_____	_____		*
	5.OIL/REFRIGERANT LEAKS	_____	_____		*
	6.PIPE INSULATION	_____	_____		
	7.OPERATING INSTRUCTIONS	_____	_____		*
	8.OPERATING/TOUR LOGS	_____	_____		*
	9.LIGHTING	_____	_____		*
	10.OVERALL APPEARANCE/PAINT	_____	_____		
M. PUMP ROOM	1.NOISE/VIBRATION (UNUSUAL)	_____	_____		
	2.LEAKS	_____	_____		*
	3.MOTOR/COUPLING	_____	_____		*
	4.LIGHTING	_____	_____		*
	5.VENTILATION	_____	_____		*
	6.OVERALL APPEARANCE/PAINT	_____	_____		

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EXHIBIT 1e

CONDITION OF BUILDINGS COMPONENTS, EQUIPMENT AND SYSTEMS

OPERATING ACTIVITY _____

DATE OF EVALUATION _____

BUILDING NAME AND ADDRESS _____

INSPECTED BY: _____

CATEGORY/ LOCATION	ITEM/SERVICE	CONDITIONS OBSERVED		REMARKS	*
		SAT	UNSAT		
N. SWITCH GEAR ROOM	1.SAFETY MATS	_____	_____		
	2.INDICATOR LIGHTS/FLAG	_____	_____		*
	3.OUT OF SERVICE TAGS	_____	_____		
	4.TEST DATES TAGS	_____	_____		*
	5.TELEPHONE	_____	_____		
	6.EMERGENCY LIGHTS	_____	_____		
	7.VENTILATION	_____	_____		*
	8.LIGHTING	_____	_____		*
	9.OVERALL APPEARANCE/PAINT	_____	_____		
O. AIR COMPRESSOR	1.OIL LEAKAGE	_____	_____		
	2.CYCLING RATE/AIR LEAK	_____	_____		*
	3.AIR FILTERS	_____	_____		
	4.DRAIN/CONDENSATE	_____	_____		*
	5.AIR CONTAMINATION	_____	_____		*
	6.AIR DRYER PERFORMANCE	_____	_____		*
	7.MOTOR CONDITION	_____	_____		*
	8.REGULATING/RELIEF VLV	_____	_____		*
	9.OVERALL APPEARANCE/PAINT	_____	_____		
P. EMERGENCY GENERATOR ROOM	1.OPERATING LOGS	_____	_____		
	2.FUEL LEAKS	_____	_____		
	3.BATTERY WATER	_____	_____		
	4.BATTERY CORROSION	_____	_____		
	5.FILTERS (OIL/WATER/AIR)	_____	_____		*
	6.RADIATOR/ANTIFREEZE	_____	_____		*
	7.LIGHTING	_____	_____		*
	8.OVERALL APPEARANCE/PAINT	_____	_____		

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EXHIBIT 1f

CONDITION OF BUILDINGS COMPONENTS, EQUIPMENT AND SYSTEMS

OPERATING ACTIVITY _____

DATE OF EVALUATION _____

BUILDING NAME AND ADDRESS _____

INSPECTED BY: _____

CATEGORY/ LOCATION	ITEM/SERVICE	CONDITIONS OBSERVED		REMARKS	*
		SAT	UNSAT		
Q. AIR HANDLER ROOM	1.BELTS	_____	_____		
	2.BELT SCREENS/GUARDS	_____	_____		*
	3.NOISES (UNUSUAL)	_____	_____		
	4.DAMPER CONNECTIONS	_____	_____		
	5.FREEZESTAT/CONTROLS	_____	_____		*
	6.FILTERS	_____	_____		*
	7.MOTOR CONDITION	_____	_____		*
	8.INFILTRATION	_____	_____		*
	9.DUCT LEAKS	_____	_____		*
	10.COILS CLEAN	_____	_____		*
	11.DRAIN PAN CLEAN	_____	_____		*
	12.COIL/PAN PRESERVATION	_____	_____		*
	13.LIGHTING	_____	_____		*
	14.TOUR LOG	_____	_____		
	15.OVERALL APPEARANCE/PAINT	_____	_____		
R. BASEMENT	1.SUMP PUMPS	_____	_____		
	2.SEWAGE EJECTORS	_____	_____		
	3.LIGHTING	_____	_____		*
	4.OVERALL APPEARANCE/PAINT	_____	_____		
S. STORAGE AREAS	1.SECURITY	_____	_____		
	2.SPARE PARTS/STORAGE	_____	_____		*
	3.OVERALL APPEARANCE/PAINT	_____	_____		

Overall Condition Summary - Score Maximum 50 Minimum 0

REGION:

LOCATION:

Operational Unit:

***Evaluation
Score**

1. Service Delivery

75

2. Administrative Program

25

TOTAL

100

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***EVALUATION SCORE:**

Service Delivery:

Actual Score	N/A's	
_____	_____	75 - _____ x 75 = _____

Administrative Program:

Actual Score	N/A's	
_____	_____	
	25 - _____	X 25 = _____

Report Prepared By (Signature)

Date

ENERGY CONSERVATION PROGRAM

GOALS

- Building equipment and systems are operated in an energy efficient and economic manner to maximize quality services and minimize costs for our clients. *
- A building action plan has been developed and is being implemented with energy conservation projects and other actions designated for future years to maximize building operations for our clients. *
- Appropriate documentation of the energy management and conservation program has been developed and is on file to ensure quality services are provided to our clients. *
- Provisions of the Federal Property Management Regulations, Executive Orders, and the National Energy Acts are being complied with, as applicable.

ENERGY CONSERVATION PROGRAM EVALUATION GUIDE

The intent of this guide is to provide information that will help evaluate the effectiveness of the energy conservation program(s). Energy conservation goals are mandated by Public Law 100-65, the Federal Energy Management Improvement Act of 1988, and Executive Order 12759, Federal Energy Management, signed by President Bush on April 17, 1991.

The General Services Administration has established interim goals (or incremental steps) to achieve those goals mandated by the Law. The evaluation of the Energy Conservation Program is a means to determine what steps or accomplishments have been implemented which will enable the Agency to effectively reduce energy consumption while maintaining acceptable standards for the safety and comfort of tenants.

1. Compare current BTU/GSF performance to previous year's data for the building(s). Also compare current BTU/GSF performance to the 1985 baseline year (if applicable) and compare with the BTU/GSF of other similar buildings (if applicable) in the region. Request an explanation from the operating activity manager for any building in which consumption increased. *
2. Do a physical walk-through of all buildings being inspected to ensure compliance with temperature and lighting criteria. All classifications of space present in the building should be sampled and readings recorded. Hot water temperatures should be taken as well. Check thermostat settings as well as space temperatures to determine whether locking thermostat covers are required.
3. Conduct a physical inspection of the mechanical equipment of all buildings.
 - a. Review results of the last Boiler Tune-up Evaluation Report and check that any findings or recommendations have been programmed or implemented.
 - b. Check all lines (water, steam, compressed air, oil) for signs of leakage.
 - c. Check all lines and tanks for insulation.

d. Check a random sample of controls including: temperature sensors, transfer valves, water cutoff valves, damper controls, etc. Check settings and gauges. Identify malfunctioning or disconnected controls.

4. Review the listing of planned energy conservation projects and check that projects are being identified which are life cycle cost effective and reduce energy consumption.

5. Review the listing of projects and/or tenant renovations and check that energy conservation technologies were included.

6. Check the building envelope for open doors and windows, weather stripping and caulking.

7. Review building operating plans and check that energy consumption is minimized as much as possible. In addition to the obvious benefits of an effective operation and maintenance program, the energy conservation program should include efficient operating procedures such as optimum start/stop, staging of boilers and chillers, resetting temperatures in response to climatic conditions and other operational opportunities. *

8. Identify overtime requirements and equipment being run to provide services. Determine whether package units should be utilized.

9. Review the current operation and any documentation of the operating history of Energy Management Systems which may be present. Determine whether the system is operating as designed. Identify shortcomings, deficiencies, or problems with the system and recommend corrective action, as appropriate.

10. Interview the Operational Manager regarding their energy conservation awareness program. Ask for documentation of tenant meetings, newsletters, bulletins, or other evidence of efforts in this regard.

11. Interview building operating personnel (Maintenance Foremen, Contract Supervisor, HVAC operators) to determine their familiarity with energy and water reduction plans.

12. Review files for copies of utility bills, consumption reports, rate schedules and logs of meter readings for all utility service in buildings.

13. Look for evidence of analyses performed on utility bill information and consumption data. The following types of documentation should be available: evidence of cross checking of bills with meter readings, comparisons with prior year information, and correlations between consumption and outside temperature information.

14. If applicable, review a representative sampling of R-type Reimbursable Work Authorizations (RWA) for overtime services in all buildings. The RWA file should contain a completed estimate in the approved format with all supporting schedules.

15. If applicable, are utility company rebate programs included in renovation projects or building action plans, as required by Executive Order and agency policy.

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ENERGY CONSERVATION PROGRAM

Service Delivery Maximum 75 Actual N/A

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
A. Occupants are receiving acceptable environmental services such as heating, cooling, ventilation, and lighting.	Determine if building is operated in accordance with FPMR 101-20, Management of Buildings and Grounds.	5	0	<u> </u>	
B. The building operating personnel conducts and participates in an active energy conservation awareness program.	Conduct tenant interviews and review material supporting an energy awareness program; e.g. newsletters, minutes of tenant meeting, etc.	5	0	<u> </u>	
C. Energy Management Control Systems are operated to produce optimum conservation results.	Review energy management system design, operating parameters and type and amount of equipment controlled.	3	0	<u> </u>	* * * *
D. Building Action Plan has been developed and is being implemented. Action plan includes all cost effective building retrofits.	A guideline for energy conservation opportunities is provided in the "Architect's and Engineer's Guide to Energy Conservation in Existing Buildings" Volumes 1 and 2.	5	0	<u> </u>	

ENERGY CONSERVATION PROGRAM

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
E. Lighting:				
1. Lighting levels are maintained in accordance with FPMR 101-20.		2	0	_____
2. Energy efficient lights are being used when feasible.		1	0	_____
3. Lights are turned off when not required.		1	0	_____
4. Energized ballasts for unused fixtures have been disconnected.		1	0	_____
5. Fluorescent light fixture washing and relamping is being performed.		1	0	_____
6. Timers and/or photocells are being used to control inside and outside lighting.		1	0	_____
F. Building operating plans are being followed.		5	0	_____

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ENERGY CONSERVATION PROGRAM

Service Delivery (continued)

<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
G. All low and no cost water conservation opportunities have been identified and are scheduled or completed for all buildings.	4	0	_____	*
H. All low and no cost energy conservation opportunities have been identified and are scheduled or completed in all buildings.	4	0	_____	*
I. HVAC equipment used to provide overtime services is restricted to the minimum required. Package units are utilized where practical to provide service to small areas.	5	0	_____	
J. Outside air dampers are operated to achieve maximum energy efficiency while meeting indoor air quality standards.	5	0	_____	
K. Domestic hot water temperatures are set in accordance with current GSA criteria.	5	0	_____	

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ENERGY CONSERVATION PROGRAM

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
L. Boilers are operated to achieve maximum efficiency (staging, air/fuel ratio, steam and hot water systems).		5	0	_____	*
M. Chillers are operated to achieve maximum efficiency (staging, condensed/chilled water temperatures, off-line chillers, regulating devices, heat exchangers).		5	0	_____	*
N. Heating and air-conditioning systems:					
1. Hot water, steam, and chilled water lines and tanks are insulated.		2	0	_____	
2. Components such as controllers, linkages, metering devices, valves, and steam traps are calibrated and adjusted (functioning).		2	0	_____	
3. Parameters such as temperatures; flows; pressures for steam, water, air, and fuels, are adjusted according to loads.		2	0	_____	

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ENERGY CONSERVATION PROGRAM

Service Delivery (continued)

<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
0. Space temperatures for all classifications of space are in conformance with current criteria. This includes office space, mechanical areas, computer rooms, warehouses, print shops, etc.	2	0	_____	* * * * *
P. Where thermostat settings can be reset by building occupants, corrective action, such as the installation of locking thermostats, has been taken.	2	0	_____	* * * * *

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ENERGY CONSERVATION PROGRAM

Administrative Program	Maximum <u>25</u>	Actual _____	N/A _____	
				<u>Yes</u> <u>No</u>
A. The building operating personnel are knowledgeable about energy curtailment plans for all utilities and fuels.				2 0
B. Utility meter readings and all utility and fuel bills including natural gas, coal, steam, chilled water, oil, electricity, water and sewage, and applicable utility tariffs and service agreements/riders are available. (For Delegated Agencies: Utility and fuel data is reported quarterly to DOE as appropriate.)				2 0 *
C. A procedure for analyzing energy consumption data has been established and implemented to identify energy conservation opportunities.				3 0
D. An acceptable procedure has been developed to identify and, as appropriate, charge others for overtime utility use.				2 0 * * * *

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ENERGY CONSERVATION PROGRAM

Administrative Program (continued)

	<u>Yes</u>	<u>No</u>	
E. Building operating plans are up-to-date and specify an efficient use of building equipment.	3	0	*
F. The implemented building action plan adheres to energy conservation policies and procedures contained in applicable FPMRs, Executive Orders, the National Energy Act, and the operating plan, as applicable.	3	0	* *
G. Low- and no-cost energy conservation techniques are practiced.	2	0	
H. Actions have been initiated to take advantage of identified energy conservation opportunities.	2	0	
I. Actions have been initiated to participate in demand-side management programs with the utility company.	2	0	* * *
J. Energy conservation technologies			*
(1) Tenant Projects	2	0	*
(2) Repair and Alteration Projects	2	0	*

ENERGY CONSERVATION PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

CUSTODIAL SERVICES PROGRAM RATING SHEET

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

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*EVALUATION SCORE:

Service Delivery:

Actual Score	N/A's	
_____	_____	75 - _____ x 75 = _____

Administrative Program:

Actual Score	N/A's	
_____	_____	25 - _____ x 25 = _____

Report Prepared By (Signature) _____ Date _____

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CUSTODIAL SERVICES PROGRAM

GOALS

- The building and grounds are cleaned and maintained to provide a healthful and attractive environment for building tenants and visitors. *
- Cleaning, waste management, integrated pest management, and grounds maintenance programs have been established to ensure scheduled services are provided to our clients. *
- Appropriate documentation of the cleaning, waste management integrated pest management, and grounds maintenance programs are maintained to ensure services are provided to our clients. *

CUSTODIAL SERVICES PROGRAM EVALUATION GUIDE

The intent of this guide is to provide the custodial evaluator with information that will help in evaluating the effectiveness of building(s) custodial and related services program(s). When inspecting the facilities, note the time of the inspection as compared to the time the cleaning took place, and make allowances to compensate for the variance when the areas are used. The evaluator shall base his/her findings and recommendations on the (1) approved workload, (2) the contractual requirements, (3) actual group force accomplishments, and (4) local conditions. The frequencies listed below are based on GSA's "S" level of cleaning and are provided as guides.

1. Room cleaning (including general office space, classrooms, conference rooms, file rooms and libraries). Each day ashtrays are emptied and cleaned in designated smoking areas; waste-baskets are emptied; carpeted or bare floors are spot swept or vacuumed in rooms that are not scheduled for thorough sweeping or vacuuming.

a. All horizontal surfaces of desks, tables, and files that are readily available are dusted daily. The full floor areas (carpeted or bare floor) are swept and/or vacuumed thoroughly each month.

b. All resilient floors are damp-mopped and spray-buffed weekly.

c. All vertical surfaces of furniture are dusted monthly.

d. All resilient floors are stripped and new floor finish applied annually.

e. Washbasins and mirrors are cleaned as required. Paper towel boxes are refilled as required.

f. All glass in doors, partitions, and bookcases are damp-wiped monthly.

g. In court and jury rooms, judges chambers, and executive space, where applicable, each day ashtrays are emptied and cleaned in designated smoking areas; wastebaskets are emptied; horizontal surfaces of all furniture are dusted and glass desk tops cleaned; full floor areas are thoroughly vacuumed and/or swept; all vertical surfaces and under-surfaces of furniture are dusted; and wall surfaces

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within 70 inches of the floor are spot-cleaned or dusted. Glass in doors, both sides of bookcase glass and any other glass within 70 inches of the floor are damp-wiped as required. *

2. Toilet cleaning. Each day all floors are swept and mopped or scrubbed, utilizing a cleaner disinfectant; fixtures are cleaned and properly disinfected; horizontal surfaces are dusted and other surfaces are spot-cleaned. All trash receptacles are emptied and towel and tissue dispensers serviced.

a. All resilient floors are spray-buffed weekly.

b. All walls, doors, stall surfaces and trash receptacles are damp-wiped every two months or as required.

c. Each day the toilet room floors are policed, dispensers are serviced (restocked), and washbasins damp-wiped.

3. Entrances and lobby cleaning. Each day the full floor area is swept or vacuumed. All surfaces are dusted; walls within 70 inches from the floor are spot-cleaned. Metal on entrance doors is polished. Main entrances and lobbies are policed every other day.

a. All hard and resilient floors in main entrances and lobbies are damp-mopped and spray-buffed daily. All ash receptacles are cleaned in designated smoking areas; both sides of main entrance glass are cleaned daily.

b. All hard and resilient floors in secondary corridors, entrances, and lobbies are damp-mopped and spray-buffed weekly. * All hard and resilient floors are stripped and floor finish applied annually.

4. Corridors. The full floor areas of all corridors are swept or vacuumed daily. All drinking fountains and ash receptacles are cleaned. In main corridors, hard and resilient floors are damp-mopped and spray-buffed.

5. Elevators/escalators. All passenger elevators and escalators are cleaned daily; floors of freight elevators are swept daily.

6. Stairways. All stairways are swept and handrails dusted every other day. Steps, risers, and landings are mopped and cleaned every two weeks.

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7. Windows. Window washing is performed semiannually. *
8. Venetian blinds. Venetian blinds are washed annually and dusted annually. Dusting will be at a six month interval from the washing cycles. *
*
9. Pest Control Program/Integrated Pest Management. *
 - a. Records - Files contain copies of the commercial pesticides applicator certificates. Current labels and material safety data sheets for all chemicals approved for use. *
*
 - b. Documented reports of infestation found by the contractor.
 - c. Rodent Bait Stations - If present, all are of heavy construction, fastened down, lids are locked, all boxes are filled.
 - d. Pests - No cockroaches nor rodent droppings are observed.
10. Garages and loading platform cleaning. Loading dock areas and platforms are swept daily and policed every other day. Garage floors and ramps are swept monthly and scrubbed quarterly. Loading platforms are scrubbed quarterly. Guard booths are cleaned daily.
11. Grounds, sidewalks, and outside entrances. Landings, steps, and sidewalks adjacent to entrances are swept daily. All sidewalks, parking areas, driveways, and lawns are policed every day. All sidewalks, parking areas, and driveways are swept weekly. Lawns are cut, edged, trimmed, and watered as required. Shrubby is trimmed and watered as required. Snow is removed as required.
12. Waste Management. All trash and debris not identified as recyclable materials is removed from the building premises and disposed of through a licensed or certified waste management company. All equipment is maintained in good physical and mechanical condition without rust, damaged doors, seams, tops, rollers or leaking hydraulics. Equipment is maintained in a sanitary condition avoiding offensive odors and an unsightly appearance. *
*
*
*
*
*

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13. Federal Recycling Program. Recycling must be performed in *
all Government-owned or operated buildings when required by *
local or state laws or, in the absence of laws, when there are *
100 or more employees in a building and there is a market for *
the recyclable material. Materials designated as recyclable *
are collected and kept separate from trash, garbage and debris. *
Recyclable can and glass collection containers are emptied and *
cleaned at least once a week. *

For PBS operated buildings Exhibit 2 provides supplemental
guidelines for use as appropriate.

EXHIBIT 2

SUPPLEMENTAL GUIDELINES (FOR PBS CUSTODIAL SERVICES PROGRAM ONLY)

Service Delivery:

1. Discuss special requirements with inspectors and supervisors. Verify "Special" cleaning by review of the RWAs. Check daily schedule or zone assignments to verify they reflect special cleaning hours or levels. Verify that a system exists for processing/transmitting custodial service calls and complaints.
2. Compare your inspection with the most recent inspection and a sample of a recent monitor/supervisor inspection.

Administrative Program:

1. Verify that there is a current approved workload document on file for each GSA cleaned building. Spot check for updates due to alterations, changes in space classification, and extended vacancies, etc.
2. Verify that the building assignment plans and backup information which support workload documents are available and current.
 - a. Was a new survey submitted for Force Account (FA) cleaned buildings if there is a variance of at least 5 percent in each building of more than 10,000 OSF; if the variance was less than 5 percent, was one-third of each building surveyed each year?
 - b. Was a new survey completed every three years for each FA cleaned building under 10,000 OSF or less than one FTE; annually whenever a change of at least 10 percent occurred?
 - c. Was a new survey submitted each time a new solicitation was prepared for contract cleaned buildings?
3. Verify that the GSA Form 2346, Cleaning Job Assignment (FA) includes all areas, current cleaning standards, eight hour assignments, and periodic work.
4. Verify that the approved daily and periodic cleaning schedules match the completed schedules.

Custodial Supplemental Guidelines continued

5. Review contract for required contract documentation. Check for quality control plan, approved list of supplies, equipment and materials, integrated pest management plan, snow removal plan (if applicable), and clearance submittals (FD258 and GSA Form 176). *
6. Verify that each GSA operated building is inspected by the buildings manager or staff once every two months; ensure inspections are documented on GSA Form 1181.
7. Verify that supervisors inspect a portion of each cleaner's area each shift and one complete job assignment each day (FA).
8. Verify that the monitor has developed a system for inspecting buildings over 40,000 square feet, provided the building is within a reasonable distance from the field office. * *
9. Ensure that contractor personnel inspect in accordance with quality control plan (contract).
10. Observe uniforms worn by both force account and contract cleaners and report on findings.
11. If it is appropriate for the local area, check for proper segregation of building waste and for proper disposal of special category wastes (toxic medical waste from health units, etc.).
12. If past inspections or if current conditions reveal deficiencies, are deductions being taken and has the manager established a more frequent inspection pattern? Have actions been taken by the contractor based on the approved Quality Control Program. * *
13. Are training and counselling provided in the case of deficient force account performance? Are disciplinary procedures utilized as appropriate?
14. Do the evaluations of problem performers reflect their performance?

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CUSTODIAL SERVICES PROGRAM

Service Delivery

Maximum 75

Actual _____

N/A _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
A. Condition of the building reflects proper cleaning and sanitation practices and effective grounds care.	General observation and review of cleaning in building(s). Use inspection forms at Exhibit #3. Score as shown on Exhibit #4.	60	0	_____	* *
B. An inspection program has been established, implemented, and documented, which reflects that the entire building is being inspected on a monthly basis.	Review program establishment, implementation and documentation.	5	0	_____	* * * *
C. Service call procedure has been established and implemented to ensure a timely response and corrective action to occupant complaints.	Review procedure establishment, implementation and results.	5	0	_____	*
D. Occupants have been made aware of the cleaning requirements and are satisfied with the way the building cleaning and grounds maintenance services are being performed.	To be determined by occupant survey.	5	0	_____	* * *

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CUSTODIAL SERVICES PROGRAM

Administrative Program	Maximum <u>25</u>	Actual _____	N/A _____	
			<u>Yes</u>	<u>No</u>
A. The inspection reports reflect the actual condition and appearance of the building.			10	0
B. Custodial employees (government and/or contract) note building deficiencies and notify field office.			2	0
C. Custodial workload/requirements are documented and GSA Forms 2346, Cleaning Job Assignments, reflect the workloads and requirements, and they equate to eight hour assignments.			3	0
				*
				*
				*
				*
D. A copy of each cleaning contract, with all amendments and modifications included, is on file with the Contracting Officer's Rep. and COTR.			3	0
E. Inspections of custodial work by government custodial supervisor, contract work inspector, contractor personnel (defined by quality control) are accomplished and documented.			4	0

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CUSTODIAL SERVICES PROGRAM

Administrative Program (continued)

	<u>Yes</u>	<u>No</u>	
F. Building wastes are disposed of in accordance with local codes and ordinances, and national directives, i.e, recycling.	1	0	
			*
G. Inspections of custodial work by the facility manager are documented and available for review.	2	0	

Cleaning Inspection Report			Operating Activity				Date of Report				Rating		
			Building Name and Address										
Services Performed			Rating (1 Thru 4)				Category Rating		Item No. Remarks				
CATEGORY		ITEM											
A.	Room Cleaning 40	1.Metral Surfaces		1	2	3	4						
		2.Wall Spotting		1	2	3	4						
		3.Doors & Frames		1	2	3	4						
		4.Waste Baskets Ashtrays		1	2	3	4						
		5.Furniture		1	2	3	4						
		6.Rugs/Carpet		1	2	3	4						
		7.Mirrors		1	2	3	4						
		8.Radiators-Grills		1	2	3	4						
		9.Floors & Corners		1	2	3	4						
		10.Dusting		1	2	3	3						
B.	Toilet Cleaning 36	11.Radiators-Grills		1	2	3	4						
		12.Floors & Corners		1	2	3	4						
		13.Fixtures		1	2	3	4						
		14.Mirrors		1	2	3	4						
		15.Stalls		1	2	3	4						
		16.Dispensers		1	2	3	4						
		17.Waste Receptacles		1	2	3	4						
		18.Doors & Frames		1	2	3	4						
		19.Servicing		1	2	3	4						
C.	Entrances Lobby 24	20.Floors & Corners		1	2	3	4						
		21.Wall Spotting		1	2	3	4						
		22.Metal Surfaces		1	2	3	4						
		23.Ash Receptables		1	2	3	4						
		24.Entrances Doors/ Glass/Surfaces		1	2	3	4						
		25.Entrance/Mats		1	2	3	4						
D.	Corridors	26.Floors & Corners		1	2	3	4						
		27.Drinking Fountain		1	2	3	4						
		28.Ash Receptables		1	2	3	4						
		29.Marble Walls and Surfaces		1	2	3	4						
		30.Baseboards		1	2	3	4						
		31.Doors/Thresholds		1	2	3	4						
		32.Metal Surfaces		1	2	3	4						
		33.Wall Spotting		1	2	3	4						
E.	Elevator/ Escalators 12	34.Doors/Frames		1	2	3	4						
		35.Floors/Carpet		1	2	3	4						
		36.Metal Surfaces		1	2	3	4						
F.	Stairways 16	37.Handrails		1	2	3	4						
		38.Steps		1	2	3	4						
		39.Risers		1	2	3	4						
		40.Landings		1	2	3	4						
G.	Windows 8	41.Glass		1	2	3	4						
		42.Sills		1	2	3	4						
H.	Venetian Blinds 4	43.Blinds		1	2	3	4						
I.	Extermina- tion Servs. 4	44.Insect & Rodent Control		1	2	3	4						
J.	Garages & Leading Platform 20	45.Loading Dock		1	2	3	4						
		46.Platforms		1	2	3	4						
		47.Floors		1	2	3	4						
		48.Ramps		1	2	3	4						
		49.Guard Booths		1	2	3	4						
K.	Grounds, Sidewalks & Outside Entrance	50.Landing/Steps		1	2	3	4						
		51.Parking Areas		1	2	3	4						
		52.Driveways		1	2	3	4						
		53.Lawns		1	2	3	4						
		54.Shrubbery		1	2	3	4						
		55.Walks		1	2	3	4						

CALCULATION:

TOTAL POINTS --- (220 - N/A'S) = FINAL RATING

SCORE

- 4 - Fully Satisfacotry
- 3 - Marginal: Incidental Items Noted
- 2 - Substandard: Quality Standards/ Requirements Not Met
- 1 - Unsatisfactory: Significant Deficiencies, Immediate Action

EXHIBIT 4

CALCULATION OF CUSTODIAL SERVICES PROGRAM SCORE

Cleaning level achieved

To obtain an overall score, when the evaluation covers more than one building, the occupied space of the buildings inspected should be totaled. The percentage each building bears to the total should then be derived. Each percentage should be multiplied by the building's cleaning inspection report score. The weighted rating is obtained from each building's percentage times its raw rating.

<u>EXAMPLE:</u>	(1) <u>Occupied Sq. Ft.</u>	(2) <u>% of Total Sq. Ft.</u>	(3) <u>Raw Rating</u>	(4) <u>(2) x (3) Weighted Rating</u>
Building A	600,000	80%	90	72.0
Building B	100,000	13.3%	80	10.6
Building C	<u>50,000</u>	<u>6.7 %</u>	<u>75</u>	<u>5.0</u>
Total S.F.	750,000	100.0%		87.6

Weighted Score 87.6

To derive the summary score for the custodial program, divide the weighted rating by 100 and multiply the dividend by the total maximum score, 60.

EXAMPLE: $\frac{87.6}{100} = .876$

$.876 \times 60 = 52.6$ - Summary Score

Rating Scale

- 91 and above - Meets current level requirements.
- 80 - 90 - Marginally meets requirements.
- 79 and below - Operation is below requirements and
 immediate action is necessary to
 increase the quality of service.

CUSTODIAL SERVICES PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

**SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM
RATING SHEET**

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

To Page A-1

***EVALUATION SCORE:**

Service Delivery:

Actual Score _____	N/A's	_____ 75 - _____	x	75 =	
-----------------------	-------	---------------------	---	------	--

Administrative Program:

Actual Score _____	N/A's	_____ 25 - _____	x	25 =	
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Report Prepared By (Signature)	Date
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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

GOALS

Provide a safe and healthful work environment for Federal employees and the visiting public that will facilitate the productivity of our client agencies. Specifically, implement a program to: *

○ Protect clients from fire, environmental, safety, and health hazards. *

○ * Protect GSA and client real and personal property from fire, environmental, safety, and health hazards. *

○ Protect client agency mission continuity from fire, environmental, safety, and health hazards. *

○ Provide reasonable safeguards for emergency forces should an emergency incident occur. *

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM EVALUATION GUIDE

The intent of this guide is to provide the Safety and Environmental Management Program evaluator with information that will help in assessing the effectiveness of Safety and Environmental Management program implementation at the field office level. This guide takes a programmatic approach to the evaluation. *

When buildings are visited during the evaluation, the visit is **not** to be considered a building inspection with building issues listed as findings and recommendations. Instead, issues are to be identified and evaluated as they pertain to and impact a specific Safety and Environmental Management program element. *

For instance, if a few inoperative exit lights were noticed in only one building, this would be a building specific observation and would not be a programmatic finding resulting in a report recommendation. However, if inoperative exit lights are noticed in several buildings, this may indicate that there is a programmatic problem, e.g., preventive maintenance relamping schedule. A further review of the preventive maintenance program would be required which then may result in a report finding and recommendation. *

Review field office implementation of the program with regard to GSA policy and procedures, appropriate environmental, occupational safety and health, transportation laws and regulations, Federal Property Management Regulations, Executive Orders, and EPA-approved state and local regulations, as applicable. *

Specific building conditions and other information about the building is helpful to the field office and can be brought to their attention on an informal or other basis. *

The Safety and Environmental Management program worksheets incorporate the program elements to be evaluated, the evaluator's guidance, and maximum and minimum points noted for each element. *

Partial credit can be given in the Service Delivery section based on the evaluator's assessment of the level of service provided. The descriptive guidance for each element must be considered in this assessment. *

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In the Administrative Program section, full credit is given if the program element is fully in place. No credit is given and a recommendation must be developed if the element is not in place. No partial credit is possible in this section. The evaluator's guidance in this section summarizes the requirements to be considered in determining if the elements are in place.

The evaluator's guidance portion of the worksheet lists the key components of that particular Safety and Environmental Management program element. These components should not be taken as all inclusive as the evaluator may find additional issues for consideration.

Findings and recommendations can be developed at any time but generally should be developed whenever the evaluator assigns a score of less than 70 percent of the maximum score allowed for that element.

The evaluation report is to be in a narrative format (see attached example). The narrative should provide an overall evaluation on how well the field office is implementing the S&EM program. This general summary will then be followed by an individual analysis of each program element. These analyses should be concise but should be sufficiently descriptive so that a reader will be able to readily comprehend how well each program element is being implemented. The narrative should follow the subject listing of the evaluation guide and should describe what the evaluator saw and did.

The narrative should provide at least the following information about each program element:

- The extent that the element is in place and is being implemented.
- The effectiveness with which the element is being implemented.
- What management controls are in place and how they assure the effectiveness of the element will continue.
- The action(s) required to enable the field office to effectively correct the identified problem(s).
- The identification and description of any programmatic achievements or shortcomings and an assessment of their impact on program implementation.
- Any other pertinent information relating to the element.

REPORT EXAMPLE

SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM
NARRATIVE REPORT

GENERAL:

The Our Town Field Office is providing a high level of service but needs to strengthen the documentation of its program.

*
*

SERVICE DELIVERY:

A written and approved hazard communication program has been implemented. Chemical inventories and material safety data sheets are current and available to employees. Personal protective equipment is properly maintained and is appropriate for the work being performed. Chemicals are located in two areas of the Our Town Federal Building. One of the areas serves as chemical storage, the other as the chemical handling area. Only the chemical handling area is equipped with an emergency shower and eyewash station. Work procedures have been established to prohibit removing chemicals from containers in the chemical storage area to avoid chemical accidents.

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Building specific asbestos management plans are available for each building. Employees are well trained and training is documented in accord with OAD P 9410.1. Although virtually all asbestos work is done by contractors, at least one manager and one worker should remain in the medical monitoring program. This will ensure the capability to conduct asbestos inspections of building materials or to enter abatement areas for inspection of work practices. Medical monitoring rosters and schedules are not adequately documented in the asbestos program files. Building inspection records for the Suburb Federal Building are not documented in program files.

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More than of 90% of SAFE items assigned to the field office were corrected in a timely manner. A systematic use of abatement plans is lacking for items which cannot be addressed within 30 days.

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Tenant and employee communication is occurring through the tenant newsletter as well as by the posting of air monitoring results. To document the posting of monitoring results, it is recommended documents be marked with who posted them, where they were posted, and the dates they were posted.

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All field office accidents are investigated when they occur, reported, and corrective action is taken to avoid the same accident in the future. The employee lost time claims rate is low when compared to the regional lost time claims rate goal. Information about the facility safety program is communicated through the tenant newsletter.

PCB ballasts are disposed of during renovations in accordance with state regulations.

Indoor air quality complaint responses are documented and responded to promptly. Leased buildings with high initial radon readings were surveyed with Barringer Detectors for approximately three days. Readings showed levels consistently below 1.0 pCi/l.

Personal protective equipment is assigned to employee work areas. Respirators (HEPA filters) are assigned to the appropriate individual.

The Occupational Safety and Health Committee is active. Meetings are scheduled monthly for 1992, which is in excess of the presently required quarterly meetings. The field office is reminded that meetings must be documented with minutes in a narrative form. It is also required that a copy of the minutes be sent to the Chief of the Safety and Environmental Management Branch.

Hazardous waste handling is limited to asbestos wastes and disposal of underground storage tanks. These activities were properly documented in the field office files.

ADMINISTRATION PROGRAM:

Underground storage tanks have been identified and reported as required. The field office has coordinated with the regional underground storage tank coordinator on plans for all tanks which have not been presently removed or upgraded. The proper underground storage tank construction notification form was filed in the field office for the tank removal conducted at the Suburban Federal Building. An amended tank registration form must be filed with the State Water Commission. This is required to remove the tank from the active list of the State Water Commission and stop the annual fee assessment.

The 10,000 gallon underground storage tank at the Our Town Federal Building Parking Garage has been upgraded with spill/overfill devices and corrosion control protection. An

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amended tank registration form is required notifying the State Water Commission of this upgrade. Construction notification forms must be filed no less than 30 days prior to activity for upgrades as well as tank removals.

Corrective actions for operational items in leased space are documented. Items of tenant responsibility are tracked,

Occupant emergency plans are available. It is recommended a page be attached to the plans to document management review. The page should identify reviewer, date of review, and note if changes are needed.

Fires are properly reported on GSA Form 53 to the GSA regional office.

Although invitations for prefire planning tours were verbal, sufficient follow-up documentation is available to substantiate coordination with local fire departments. It is recommended that invitations for future pre-fire planning be extended in writing for more thorough documentation of the activity.

A representative number of buildings were reviewed for building inventory list accuracy and for the documentation of preventive maintenance and testing of fire protection and safety systems being performed in accordance with preventive maintenance schedules. Systems were functioning properly and only minor omissions were found. Fire protection equipment and systems operation and maintenance manuals are on file.

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery Maximum 75 Actual N/A

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
A. RISK ABATEMENT PROGRAM	Safety conditions are corrected within specified time frames or interim corrective action has been taken. Abatement plans are prepared and implemented as appropriate. Priority attention is given to RAC 1 and RAC 2 conditions	10	0	<u> </u>	* * * * * * *
Unsafe/unhealthful conditions are evaluated and corrective action(s) are taken to reduce risks.	Safety conditions that require client agency response are forwarded appropriately and followed up.				* * * *
	All service contracts involving abatement activities have safety clauses. (GSA Supplement to Masterspec, Section 01546, Safety and Health)				* * * * *

SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
B. CLIENT AGENCY COMMUNICATION	Client agencies are notified of building activities such as renovations, or other situations which may affect safety or health.	10	0	_____	*
Client agencies are kept informed of building conditions that affect them and complaints are promptly responded to.	A complaint log is maintained with response and follow-up actions to client agencies documented.				*
	Tenant agencies have been notified of the presence of asbestos and the availability of the Asbestos Management Plans.				*
	Prior to any asbestos abatement actions, client agencies are notified and provided all appropriate information concerning the project.				*
	During an asbestos abatement project, client agencies are provided with the results of sampling, actions, etc.				*

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
C. INSPECTIONS BY THE FIELD OFFICE	The field office manager conducts training for personnel to become aware of hazardous conditions to look for.	10	0	_____	*
The field office addresses safety as part of its regular cleaning, maintenance, lease, and other routine inspections.	Inspections are accomplished on an ongoing basis and required actions are documented. (Review GSA Forms 283, 1897, 1782, 1181, 1181A, and 3423 as a minimum.)				*
D. GSA EMPLOYEE PROTECTION	The field office has controls in place to ensure that machinery is appropriately guarded. Review field office procedures for addressing machine guarding.	8	0	_____	*
Employees exposed to recognized hazards are protected with engineering safeguards and/or provided with personal protective clothing and equipment.	Check inventory of equipment assigned to individual employees e.g., safety shoes, safety glasses, respirators, etc.) Employee records are to be identified by name and date of issue.				*

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
	All assigned protective clothing			
	and equipment is to be maintained			*
	in a clean and sanitary condition			*
	and used as required as a			*
	condition of employment.			*
	Initial purchases of respirators			*
	and fall prevention devices are			*
	coordinated with the Regional			*
	S&EM Office			*
	Where respirators are required,			*
	personnel are fit-tested and			*
	trained. Written procedures for			*
	the care, use and handling of			*
	respirators are in place.			*
	The field office enrolls affected			*
	employees in a medical surveillance			*
	program and maintains a roster of			*
	each employee enrolled, reason for			*
	enrollment; date of last examination,			*
	and date of next examination.			*
	Managers and supervisors ensure			*
	employees are made available for			*
	scheduled examinations.			*

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
E. ASBESTOS CONTROL PROGRAM	The Asbestos Program Manager has been designated and has attended an approved EPA asbestos course. Current certifications for all appropriate personnel are available.	10	0	_____	* * * * *
An Asbestos Control Program has been developed, approved, and implemented.	A building specific Asbestos Management Plan has been developed and implemented for all buildings with asbestos containing material (ACM).			*	* *
	ACM is appropriately labeled.				*
	Damaged ACM is identified and prompt abatement actions taken.				* *

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM</u>	<u>ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
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		Equipment and material necessary to accomplish the Management Plans are available and maintained in good working order. (e.g., HEPA vac, copies of required OSHA regulations, glove bag, respirators, and protective clothing, etc.).			
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		ACM inspections are conducted and area air monitoring is performed according to schedule in the Asbestos Management Plan and reports of all ACM monitoring are on file.			
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		Maintenance workers are properly trained (both initially and annual), equipped, and protected. Custodians are provided with proper awareness training. Training records are on file.			
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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
	Employees occupationally exposed to ACM are in a medical monitoring program in accordance with OSHA regulations.			
	Prior to any renovations, the presence and condition of ACM is determined either by records or sampling methods, and appropriate worker and area protection are implemented. When required by the NESHAP, EPA (or a state agency) is notified of the project.			
F. INDOOR AIR QUALITY PROGRAM	Client agency's complaints are promptly acted upon. If possible, the specific source of the concern/problem is identified and corrective action taken.	8	0	
An Indoor Air Quality Program has been established and implemented.				

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM</u>	<u>ELEMENT</u>	<u>EVALUATOR'S</u>	<u>GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
			Abatement plans are developed based upon S&EM survey reports. Follow-up to completion is documented. Field office follows up to assure effectiveness of actions.			
G.	RADON PROGRAM			2	0	
A	Radon Testing and Mitigating Program has been implemented.		Radon testing (air) for all GSA owned and leased buildings has been accomplished and data is available for all buildings. All new leases (including small leases) are tested promptly. Mitigating actions have been taken for radon air levels at or above 4 pCi/l on schedule. Buildings have been retested to assure levels are less than 4 pCi/l.			
			Non-public water sources used have been tested for radon. Mitigation actions have been taken for water levels at or above 500 pCi/l on schedule.			

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
H. UNDERGROUND STORAGE TANK PROGRAM	An individual has been assigned as the program coordinator.	4	0	_____	* *
Underground Storage Tank (UST) Program has been established and implemented.	All USTs have been identified and registered with EPA, state, or local authorities.				* * *
	Copies of the registration forms are on file in the field office.				* *
	A program to upgrade all regulated tanks to EPA standards has been implemented.				* * *
	A plan to meet applicable state and local requirements has been implemented.				* * *
	Tanks have been leak tested and results documented in accordance with EPA, GSA, and state requirements.				* * * *
	A corrosion control maintenance program has been implemented.				* *

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
	A reporting procedure for notification of releases from tanks is in place and prompt abatement action is initiated.				*
					*
					*
					*
I. CHILD CARE CENTER LEAD PROGRAM	Lead in drinking water studies of child care centers have been performed and abatement actions have been taken as needed.	2	0	_____	*
A Lead Program for child care centers has been established and is being implemented.					*
	Child care centers have been tested for lead based paint and abatement actions have been taken as needed. A procedure is in place to ensure the testing of paints in child care centers prior to any renovation.				*
					*
					*
					*
					*
					*
J. PCB PROGRAM	Appropriate leak, removal, and disposal procedures are in place.	1	0	_____	*
PCB containing items (e.g., light ballasts) are properly handled and disposed of.					*
					*
					*
					*

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

<u>PROGRAM ELEMENT</u>	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
K. SAFETY AND FIRE PROTECTION EQUIPMENT PREVENTIVE MAINTENANCE	Building equipment inventory lists accurately reflect the safety and fire protection equipment and systems in field office buildings.	8	0	_____	* * * * *
A Preventive Maintenance (PM) Program for safety and fire protection equipment has been established and implemented.	Preventive maintenance and system testing is being performed in accordance with PM schedules, including HVAC systems and cooling towers.				* * * * *
	Operation and maintenance manuals of all fire protection equipment and systems are on file				* * *
	Documentation of preventive maintenance quality assurance for fire protection equipment and systems is on file.				* * * *
L. FIRE DRILL PROGRAM	Fire drills are conducted in all field office buildings (owned and and leased) at least annually, and consistent with the Occupant Emergency Plan (OEP).	2	0	_____	* * * * *
A Fire Drill Program has been established and implemented.					

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Service Delivery (continued)

PROGRAM ELEMENT

EVALUATOR'S GUIDANCE

Max.

Min.

Score

Documentation regarding fire drills is on file. If fire drills cannot be conducted in leased space due to lack of cooperation of the lessor, details are to be documented.

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If the OEP is outdated or inadequate, the field office has notified the major client agency of their responsibility and requested assistance from the Federal Protective Service.

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Administrative Program

Maximum 25

Actual _____

N/A _____

EVALUATOR'S GUIDANCE

Yes

No

A. HAZARD COMMUNICATION PROGRAM

A Hazard Communication Program has been developed, approved, and implemented.

A written program, approved by the Regional S&EM Office is being implemented in each work place. The program has been presented to all GSA employees who work with hazardous materials.

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Verify that MSDS's are updated and readily available to users. A copy of written plan, chemical inventory, training records are available, and container labeling is accomplished.

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Chemical inventories are updated annually.

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B. ACCIDENT/INJURY AND FIRE INVESTIGATIONS

Reports are complete and timely. Applicable Department of Labor forms (CA) are also completed and processed.

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
Employee and facility related accidents/injuries and fires are investigated and reports completed and forwarded to the appropriate office.	* All GSA employee injuries/ illnesses are recorded on GSA Form 3624		*
	* GSA employee injuries - CA-1 with GSA Form 3623 attached		*
	* GSA employee occupational illnesses - CA-2 with GSA Form 3623 attached.		*
	* Injuries to non GSA employees - GSA Form 3620		*
	* For property damage accidents (including environmental incidents) - GSA Form 3620		*
	* For vehicle accidents - SF 91/91A		*
	Compare the field office lost time claims rate with the regional goal. Compare and contrast the field office rate with prior years'.		*
	Field offices targeted by either GSA or OSHA have an approved Targeting Plan of Action.		*

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
	Fire incidents are reported that result in losses of property and/or evacuation costs of \$500 or more, or at least one injury.			*
	Fire Incident Reports (GSA Form 53) are completed and submitted to the S&EM Branch within 10 calendar days.			*
	Copies of Fire Incident Reports (GSA Form 53) are kept on file.			*
C. OCCUPATIONAL SAFETY AND HEALTH PROGRAM PROMOTION	Employee OSH training, orientation, and general subjects (e.g., new employees,	5	0	*
*				*
An Occupational Safety and Health (OSH) Program has been established and is being supported.	new supervisors, local injury analysis); and special subjects (e.g., hazard communication, confined space entry, lockout/tagout) are documented.			*
	Field office participates in Field Federal Safety and Health Councils where established.			*
				*
				*

SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Administrative Program (continued)

<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
Special emphasis programs (e.g., Seat Belt Program, Back Injury Prevention Program, etc.) are promoted.		*
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		*
Posters, signs, and posted notifications are used to increase safety awareness.		*
		*
		*
Supervisors of industrial type activities are conducting monthly safety training/meetings with employees and records of meetings are on file.		*
		*
		*
Lockout/tagout procedures are in effect.		*
		*
Work places that are subject to potential unsafe occupational noise exposure have been identified and posted.		*
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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
	Employee reports of unsafe or unhealthful work conditions are promptly investigated and action taken when appropriate. Reports may be verbal but if in writing, GSA Form 3592 is used.			*
				*
				*
				*
				*
	Where a RAC 1 or RAC 2 unsafe or unhealthful work place condition has been identified in <u>GSA assigned space</u> , a GSA Form 3614, GSA Notice of Unsafe or Unhealthful Workplace Conditions is posted. The form remains posted until corrected, or three working days, whichever is later.			*
				*
				*
				*
				*
				*
				*
D. OCCUPATIONAL SAFETY and HEALTH COMMITTEE	The Committee convenes quarterly and consists of equal number of management and non-management members. Meeting agendas are prepared and minutes are published and are on file. Minutes are sent to the S&EM Office, committee members,	5	0	*
				*
				*
				*
				*
				*
				*
The Occupational Safety and Health Committee is active and is supported by employee representatives and management membership and participation.				*

Rev. 2 October 1, 1992

SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
	and posted on bulletin board(s) a minimum of 30 days.			*
				*
	Committee members receive appropriate training.			*
				*
E. STANDARD OPERATING PROCEDURES	SOP(s) are implemented where increased risk tasks requiring special emphasis or precautions are performed by GSA employees.	2	0	*
Standard Operating Procedures (SOPs) are developed by the field office manager or the regional S&EM office.	SOPs contain an orientation outline for the use of the supervisor in training their employees.			*
				*
				*
				*
F. HAZARDOUS WASTE PROGRAM	Records of hazardous waste shipments are complete, including completed manifests and certificates of disposal.	3	0	*
A Hazardous Waste Program has been established to handle and dispose of hazardous, biological, infectious, and chemical waste in accordance with Federal, State and local requirements.	Documentation is on file regarding wastes generated by GSA staff.			*
				*
				*
				*
				*
				*
				*

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SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
G. PRE-FIRE PLANNING	Invitations to the fire department are extended annually.	2	0	*
The local fire department is invited to tour field office buildings for the purpose of preparing pre-fire plans.	Documentation of the inspection or letter of contact is on file.			*

**SAFETY AND ENVIRONMENTAL MANAGEMENT PROGRAM
COMMENT SHEET**

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

CONCESSIONS PROGRAM RATING SHEET

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

To Page A-1

***EVALUATION SCORE:**

Service Delivery:

Actual Score _____	N/A's	_____ 75 - _____	x	75 =	_____
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Administrative Program:

Actual Score _____	N/A's	_____ 25 - _____	x	25 =	_____
-----------------------	-------	---------------------	---	------	-------

Report Prepared By (Signature)	Date
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CONCESSIONS

GOAL

○ Vital concessions services are provided to our clients by assuring the effective planning and administration of essential concessions by assuring that suitable space and facilities are furnished for contract food services; that satisfactory sites are furnished for Randolph-Sheppard vending facilities; and that required service levels and quality are delivered in conformity with the terms of contracts and permits.

*
*
*
*
*
*

CONCESSIONS PROGRAM EVALUATION GUIDE

The intent of this guide is to provide the concessions evaluator with information that will help in evaluating the effectiveness of building(s) concessions program(s).

1. Inspection records and documents. The facility manager should maintain current copies of the following reports and documents:

- a. Food service contracts with appropriate amendments;
- b. Randolph-Sheppard vending facility permits with appropriate amendments;
- Minority business concessions agreement between the property management agency and the SBA/8(a) (where applicable); *
- d. FDA sanitation inspection reports and FDA Sanitation Code (where applicable); *
- e. GSA Form 1782, Buildings Manager Concessions Inspection Report or equivalent;
- f. Food service equipment repair records;
- g. GSA Cafeteria Equipment Preventive Maintenance Guide or equivalent;
- h. Food service equipment preventive maintenance records;
- i. Food service equipment inventory and records with warranties. *

2. Concession Program Management. The facility manager should maintain required levels of service. *

- a. The concessions facilities reflect appropriate levels of service and meet policies and guidelines. *
- b. Feasibility studies are performed in accordance with guidelines. *
- c. Building maintenance and repairs are performed in accordance with guidelines. *

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d. Develops the A-71 or required equipment purchase plan and proposes expenditures according to the approved budget.

e. Concessions reporting requirement for the A-71, PBS 138, 139, 140, and 141 are completed as required.

3. Food Services Contracting and Administration. Review cafeteria operations for compliance with terms of existing contracts, sanitary practices, adherence to utility conservation guidelines, and life safety practices.

a. Cafeteria contracts adhere to procedures and policy.

b. Cafeteria contracts accomplish required program missions.

c. Cafeteria contractors meet contract requirements.

d. Contract administration is effective and efficient.

e. Appropriateness of actions taken from cafeteria contract evaluations and audit studies.

4. Randolph-Sheppard (RS) Vending Facilities. Review all RS vending facilities which comprise snack bars, prepackaged and sundry onsite preparation, and automatic vending machine stands (or areas) that are operated by permit. These permits are granted by the property management agency to the State Licensing Agency (SLA) for the blind. Reference should be made to the terms of the permit to assess the respective responsibilities of the property management agency and the vendor and to define the scope of these responsibilities.

a. Randolph-Sheppard facilities adhere to procedures and policy.

b. Randolph-Sheppard facilities accomplish required program missions.

c. Randolph-Sheppard facilities meet permit requirements.

d. Randolph-Sheppard program administration is effective and efficient.

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5. Inspections and Evaluations. Inspection of concessions space should be performed according to guidelines. Review the concessions inspection records, including the FDA inspections, Form 1782, Buildings Manager Concessions Inspection Report or equivalent, buildings manager RS concessions Inspection Report, contracts and permit inspections, A-71 report, inventory reports, R&A request, and the operation to determine compliance. *

a. The findings of FDA and/or (local inspection authority) sanitation inspections are corrected in a timely manner. *

b. Field Office conducts inspections of concessions as required and completes and maintains records. *

6. Miscellaneous Concessions Program Areas. The Office maintains and adheres to current policies inherent to the effective administration of the Minority Business, Federal Employee Health, and Pay Telephone Programs. *

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CONCESSIONS PROGRAM

Service Delivery

Maximum 75 Actual N/A

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
A. The scope and condition of concessions facilities and space reflect proper maintenance repair, and required service levels.	Review program establishment, implementation, documentation and accomplishments.	10	0	<u> </u>	* * * *
B. Contracts and permits have been established, implemented, managed, and administered to ensure adherence to policies and procedures and that specified services are provided.	Review program establishment, implementation, documentation and accomplishments.	25	0	<u> </u>	* * * *
C. An inspection program has been established, implemented, and documented to ensure that concessions programs are accomplished in accordance with the approved policies and procedures.	Review program establishment, implementation, documentation and accomplishments.	15	0	<u> </u>	

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CONCESSIONS PROGRAM

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
D. Effective procedures have been implemented to ensure the timely correction of deficiencies recorded in inspections.	Review program establishment, implementation, documentation and accomplishments.	10	0	_____	* * *
E. Food service facilities and operations are consistent with energy conservation, sanitation, and fire and lifesafety guidelines.	Review program establishment, implementation, documentation and accomplishments.	15	0	_____	* * *

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CONCESSIONS PROGRAM

Administrative Program

Maximum 25

Actual _____

N/A _____

EVALUATOR'S GUIDANCE

Yes

No

A. Inventory of all concessions equipment and furnishings.

Review inventory files.

2

0 *

B. Copy of approved preventive maintenance program.

Review copy of PM program.

2

0 *

C. Concessions equipment repair records.

Review repair records.

2

0 *

D. Copies of FDA sanitation code, inspection reports, and correspondence.

Review inspection reports.

5

0 *

E. Concessions contracts and Randolph-Sheppard permits.

Review copies of contracts and permits.

10

0 *

F. Physical condition of facilities is documented (GSA Form 1782 or equivalent).

Verify form 1782 or equivalent, review.

4

0 *

CONCESSIONS
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

REPAIR AND ALTERATION PROGRAM RATING SHEET

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

To Page A-1

*EVALUATION SCORE:

Service Delivery:

Actual Score _____	N/A's	_____ 75 - _____	x	75 =	
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Administrative Program:

Actual Score _____	N/A's	_____ 25 - _____	x	25 =	
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Report Prepared By (Signature)	Date
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REPAIR AND ALTERATION PROGRAM

GOALS

- A repair and alteration has been developed to ensure the continuing operational integrity of the building, its equipment and systems to provide quality client services. *
- The building and its components are repaired and altered to protect the Government's assets for continued client mission accomplishment. *
- Repairs and alterations are accomplished using accepted construction practices while maintaining the engineering and architectural features of the building, including historic preservation requirements, where applicable. *

REPAIR AND ALTERATION PROGRAM EVALUATION GUIDE

The intent of this guide is to provide the Repair and Alterations Evaluator with information that will help in evaluating the effectiveness of the building(s) repair and alteration program(s).

The following provides supplemental information to be used in evaluating field office repair and alteration program activities. The instructions provided below relate directly to the questions as they appear on the evaluation checklist. The evaluator is encouraged to use professional judgement and award partial points when the situation or opportunity is available.

1. Evaluators should identify, prior to arrival at the building(s) a list of projects completed during the period since the last evaluation. From this list, verification of project completion should be made by a physical review of the project.

Other equipment or structural deficiencies identified during the walk-through should be compared with existing project inventory.

It is recommended that this walk-through be coordinated with walk-through conducted by the evaluator(s) of the maintenance management/energy management program area(s).

2. The condition of the paint program in public, office, and mechanical areas can be determined in conjunction with the walk-through identified in #1 above.

3. Review the condition of carpeting, vinyl wall coverings, draperies, and other building finishes to determine the overall condition of the building in this area. Where deficiencies are identified the evaluator should review the project inventory to ascertain if the project has already been identified for future funding.

4. Is there documentation to demonstrate that affected tenant agencies are provided communication of upcoming projects in their building? This documentation could be by a formal notification such as a newsletter or memorandum or by an informal means such as during a meeting with a tenant during a building inspection (documented on inspection report).

5. There is on file documentation sufficient to show steps taken to review, at least semiannually, the repair program for the operating activity. Review could be a memorandum or other

Repair Alteration Program Evaluation Guide (Continued)

written documentation as well as notes to the file to record telephone conversations with program personnel.

6. Is there an inventory list of projects for the building(s)? As funding becomes available, this list is utilized to identify and accomplish projects.

7. File documentation shows that a systematic review of project obligations entered into the financial system is correct. This includes a review of available reports. If a PBS-operated building, review the FR71TA, Daily Accounting Histories and GSA Form 1814 and Form 3826 (IBM).

8. Documentation exists that shows that the operating activity notifies higher level authority when a problem becomes identified which could impact overall program accomplishment.

9. Are completed projects being closed out financially?

10. Is there a procedure to document and record the cyclic paint program? This could be done by a log to record dates of painting by room, color coding of areas painted by year, etc.

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REPAIR AND ALTERATION PROGRAM

Service Delivery

Maximum 75 Actual _____ N/A _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
A. All necessary recurring repairs are being accomplished or have been programmed for accomplishment.	Review inventory, accomplishments and programmed repairs.	15	0	_____	*
B. Foreseeable non-recurring repairs are reported to regional PBS in a timely manner.	Review submissions and timeliness.	10	0	_____	
C. Tenant alterations, which are administered by the Facility Manager, maintain the existing building character and use, and match the existing in quality, finish, style, and workmanship.	Review specifications and workmanship by inspection.	15		_____	* * *
D. Required cyclical painting is being accomplished and records are being maintained.	Review records and program for compliance.				
	Public (3 year cycle)			_____	
	Office (5 year cycle)			_____	
	Mechanical (10 year cycle)			_____	

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REPAIR AND ALTERATION PROGRAM

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
E. Evidence exists that tenants are informed of upcoming planned projects.	Review customer surveys.	10	0	_____
F. Building finishes (carpeting, vinyl wall coverings, draperies) are maintained in a satisfactory condition. Where deficient, funding for replacement has been identified and work scheduled.	Review from walk-through of buildings and documentation maintained by the facility manager.	5	0	_____
G. Recurring repairs and tenant alterations accomplished conform to FPMR and GSA firesafety, health, lifesafety and handicapped accessibility provisions and, as applicable, historic preservation requirements.	Review specifications and conformance by inspections. Make notations, if compliance does not occur.	10	0	_____

**REPAIR AND ALTERATION PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Administrative Program

Maximum 25

Actual _____

N/A _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
A. Project records on all completed recurring repairs and tenant alterations costing \$10,000 or more which identify the description and location of work, fiscal year of implementation, and actual total cost of each project.	Review project files for specifications listed in this statement.	5	0
B. Copies of requests for GSA review and approval of recurring repairs and tenant alterations estimated to cost \$50,000 or more or resulting in a change in the classification of space, with supporting data and GSA response.	Review files with GSA then agency files and GSA responses.	5	0
C. As-built drawings of approved projects costing \$50,000 or more or resulting in a change in the classification of space.	Review within GSA then agency for transmittal.	5	0
D. Copies of requests for GSA accomplishment of non-recurring repairs, in the required format.	Review copies and status of request within GSA.	5	0

**REPAIR AND ALTERATION PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Administrative Program

Maximum 25

Actual _____

N/A _____

EVALUATOR'S GUIDANCE

Yes

No

E. For buildings listed on or eligible for listing on the National Register of Historic Places, the agency maintains copies of correspondence with GSA, the State Historic Preservation Office and the Advisory Council on Historic Preservation regarding review and approval of repair, maintenance, alteration and restoration work.

Review correspondence as required.

5

0

**REPAIR AND ALTERATION PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)**

Administrative Program	Maximum <u>25</u>	Actual _____	N/A _____		
				<u>Yes</u>	<u>No</u>
A. Work Item Inventory and Work Under Construction Reports are reviewed at least semiannually by the Facility Manager and corrections (additions, deletions, modifications, etc.) are forwarded to the PBS regional office for input and updating.				10	0
B. Total obligations against IBM projects are tracked against quarterly plan to ensure program integrity (this includes review of FR71TA Report).				5	0
C. IBAA folders have estimate documents and Forms 1814 are current.				4	0
D. Deviations from field office plan are transmitted to regional program office on a timely basis.				3	0
E. IBM project closeout is accomplished within 30 days of completion.				3	0

**REPAIR AND ALTERATION PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)**

PROJECT INFORMATION (No Points)

The facility manager should have on file the following items:

- | | | |
|--|-----|----|
| A. Current building BER (Buildings Engineering Reports) is maintained for each facility having a repair and alteration responsibility. | Yes | No |
| B. Copies of pending or approved prospectuses are on file. | Yes | No |
| C. Current Work Item Inventory, Work Under Construction, and Work Item History are available in the facility management office. | Yes | No |

If the answer to any of the above three questions is No, the region will forward appropriate information to the facility manager.

REPAIR AND ALTERATION PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

**CONTRACTING PROGRAM
RATING SHEET**

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

To Page A-1

***EVALUATION SCORE:**

Service Delivery:

Actual Score	N/A's	
_____	_____	
	75 - _____	x 75 = _____

Administrative Program:

Actual Score	N/A's	
_____	_____	
	25 - _____	x 25 = _____

Report Prepared By (Signature) _____ Date _____

Rev. 2 October 1, 1992

CONTRACTING PROGRAM

GOALS

- Contracts are procured by free and open competition to the maximum extent practicable to assure best value of service. *
- All contracting activities are accomplished in accordance with applicable Federal Acquisition Regulations (FARs), General Services Acquisition Regulations (GSARs), and/or agency procurement regulations, as appropriate.
- A contract administration program has been developed and implemented to ensure delivery of service to our clients. *
- Appropriate documentation of all contracting activities maintained.

**CONTRACTING PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Service Delivery

Maximum 75 Actual _____ N/A _____

	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. Review contract files for proper documentation of non-performance and deductions.	50	0	_____
B. Review contracts to ensure that specification meet program needs.	25	0	_____

**CONTRACTING PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Administrative Program

Maximum 25

Actual _____

N/A _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
A. Contract files include all required documentation relevant to the pre-award phase, post-award phase and contract administration phase. Such documentation shall include, but shall not be limited to acquisition plans, Department of Labor Wage Determinations, source lists, synopsis of solicitations, justifications for negotiations, determinations of responsiveness and responsibility, cost and/or pricing analyses, contract award documents, contract modifications, and contract terminations and contract closeouts.	Review contract files for items included at a minimum.	15	0
B. Procurement assignment logs, and library of applicable procurement regulations.	Review logs and library of regulations.	10	0

CONTRACTING PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

**CONTRACTING PROGRAM EVALUATION GUIDE
(FOR PBS OPERATED BUILDING(S) ONLY)**

The intent of this guide is to provide the contracting evaluator with information that will help in evaluating the effectiveness of building(s) contracting program(s).

1. Timely Procurement.

a. Review contract files for major service contracts to ensure that procurement requests were executed or transmitted to the region with adequate lead time for service delivery.

b. Make note of an inordinate number of contract extensions or emergency sole source procurements.

2. Conformance With FAR/GSAR.

a. Follow Official Contract File Checklist (GSA Form 3098) for Small Purchases to ensure compliance with appropriate regulations.

3. Procurement Management Review.

a. Review last PMR report and determine field office compliance with each finding and recommendation.

4. Warrant Training

a. Review training folders for each warranted officer to ensure that required courses have been completed or scheduled.

b. Review training provided for other procurement personnel to ensure that appropriate courses have been provided.

5. Prompt Payment.

a. Review prompt payment report provided by Finance to determine numbers and amounts of penalties.

b. Check "reason codes" to determine the nature of recurring problems.

c. Check field office follow-up procedures used to affect remedial actions.

**CONTRACTING PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)**

Service Delivery

Maximum 75

Actual _____

N/A _____

	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. Facility Manager develops contract specifications and initiates procurement action(s) with sufficient lead time to ensure that service or product delivery is not interrupted on initial or successor contracts.	50	0	_____
B. Procurement actions are executed and documented in accordance with the provisions of FAR and GSAR. Refer initially to GSA Form 3098, Official Contract File Checklist, for a guide.	25	0	_____

CONTRACTING PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)

Administrative Program

Maximum 25

Actual _____

N/A _____

	<u>Yes</u>	<u>No</u>
A. All deficiencies identified in the last Procurement Management Review have been corrected.	10	0
B. Warranted Contracting Officers and other procurement personnel have either been provided with or scheduled for the appropriate training.	10	0
C. Field Office has instituted a system of administrative controls to ensure compliance with the provisions of the Prompt Payment Act.	5	0

CONTRACTING PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

**RESOURCE MANAGEMENT PROGRAM
RATING SHEET**

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

To Page A-1

***EVALUATION SCORE:**

Service Delivery:

Actual Score _____	N/A's	_____ 75 - _____	x	75 =	_____
-----------------------	-------	---------------------	---	------	-------

Administrative Program:

Actual Score _____	N/A's	_____ 25 - _____	X	25 =	_____
-----------------------	-------	---------------------	---	------	-------

Report Prepared By (Signature) _____ Date _____

Rev. 2 October 1, 1992

RESOURCE MANAGEMENT PROGRAM

GOALS

○ To operate, maintain, and repair the building(s) in a cost efficient manner assuring highest value for the taxpayer's investment. *

○ To maintain cost accounting data which is accurate, timely, and provides required data to monitor all expenditures by object class and function. *

○ To provide and maintain all required financial records and reports.

**RESOURCE MANAGEMENT PROGRAM EVALUATION GUIDE
(FOR DELEGATED BUILDING(S) ONLY)**

The following is a guide to provide the evaluator with information that will be of assistance in reviewing the effectiveness of the resource management program.

1. Source Documents. Any and all documents that are the basis for obligations incurred by the agency against its FBF Allocation Account and reported as such to both GSA and the Department of Treasury in accordance with the provisions of OMB Circular A-34. These include but are not limited to purchase orders, utility billing statements, travel and training authorizations, certified invoices, bills of lading, memoranda of understanding with other agencies, etc.
2. Completeness. Scope of work for the period of time over which the specified service(s) are to be delivered is clearly defined within the source documentation.
3. Fairness. No charges are assessed tenant agencies that would not have otherwise been assessed by GSA had the function not been delegated.
4. Validity. Financial reports are considered valid to the extent that it can be demonstrated that the amounts displayed for each functional category and each object (i.e. labor, supplies, etc.) within that function are a true reflection of how resources were actually expended by the delegatee in performing the delegated activity(s). (See Source Documentation).
5. Accuracy. All transactions reflected in summary totals on certified financial reports are legitimate and do not violate any statutory limitations on the use of FBF resources (See Guidelines for Administration and Control of Federal Buildings Fund Resources Allocated to other Agencies under GSA's Building Delegation Program).
6. Accounting classification. The agency has implemented a system of financial reporting and accounting controls that segregates FBF allocation account transactions from all other agency business. All FBF allocation account transactions are uniquely identifiable and "trackable" within the delegatee agency's accounting system. (i.e., a clear audit trail).

Resource Management Guide Delegated Agencies (Continued)

7. Reasonable costs. Costs are considered reasonable to the extent that:
 - a. The services provided are not less than the commercially equivalent levels that are prescribed by the GSA Central Office for its non-delegated building inventory.
 - b. Services are being delivered within the funding level authorized by the delegatee agency for the facility.

RESOURCE MANAGEMENT PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)

Service Delivery

Maximum 75

Actual_____

N/A_____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. Certified financial reports are valid and accurately display all costs by labor, supplies/materials, and contracts for each functional area (i.e., repairs and alterations, cleaning, mechanical, utilities, protection, administrative support, and the like.)	Review Appendix IV for format, source documents for dollar amounts and compare to other functional areas for levels of service.	20	0	_____
B. A specific accounting classification has been established to record all costs related solely to the operation of the building.	Review the establishment and maintenance of a specific accounting classification record.	20	0	_____
C. The agency's operating costs and repair and alterations costs, are reasonable.	Compare to the level of service provided.	15	0	_____
D. The agency is performing periodic cost analyses, including yearend projections, and taking appropriate actions based upon the results of the analysis.	Review analysis, actions and results.	5	0	_____
E. Financial records are maintained and retired in accordance with NARA or the Comptroller General regulations as appropriate.	Review for compliance.	5	0	_____

**RESOURCE MANAGEMENT PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
F. The accounting and reporting systems contain adequate data to enable the agency to monitor resources and to operate the building effectively.	Review for effectiveness of monitoring resource.	5	0	_____
G. Cost of reimbursable services charged to other tenant agencies are reasonable and accurately reflect actual cost incurred by the agency in performing the requested services.	Review for fairness and reasonableness.	5	0	_____

**RESOURCE MANAGEMENT PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Administrative Program

Maximum 25

Actual _____

N/A _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
A. Copies of all annual accounting statements transmitted to GSA, in the required formats. Annual cost accounting statements are certified as complete and accurate by an appropriate agency financial officer.	Review statements, format, certification completeness and accuracy.	10	0
B. Source documents, relevant to the accounting data, are consistent with summary data presented on annual cost accounting.	Review that source documents are consistent with summary data and level of service provided.	10	0
C. Documentation related to performance of reimbursable services for other tenant agencies is complete. Charges for these services are fair and reflect actual costs incurred by the agency.	Review documentation for completeness, fairness and accuracy.	5	0

RESOURCE MANAGEMENT PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

**RESOURCE MANAGEMENT PROGRAM EVALUATION GUIDE
(FOR PBS OPERATED BUILDING(S) ONLY)**

The following is a guide to provide the evaluator with information that will be of assistance in reviewing the effectiveness of the resource management program.

1. Budget Plans.

- a. Interview buildings manager and staff to determine their knowledge and understanding of plan content.
- b. Compare planned amounts with workload documents, contract costs, utility bills and other historical spending rates to assess general plan validity.
- c. Review plan for extraordinary program needs.

2. Input Documents.

- a. Examine a representative sample of input documents to determine accuracy of coding and timeliness of transmission to Finance Division.
- b. Determine if charges to facilities with CFM contracts or that have had an A-76 review are being coded in accordance with the latest guidance.

3. Reconciliation.

- a. Check procedures for review of daily and monthly accounting histories.
- b. Check field office procedures for validating major accruals on service contracts.
- c. Check field office techniques for identifying and correcting errors/adjustments to NEARS.

4. Fund Control.

- a. Do a year-to-date analysis and projection of field office obligations (B/A 61 Direct) to the end of the current quarter/fiscal year using most recent fund status reports (FR70P series).
- b. Compare finding with analytical statements prepared regularly by field office personnel and discuss differences with buildings manager and staff.

Resource Management Guide Delegated Agencies (Continued)

5. Funding Source Criteria.

a. Interview other team members, particularly in cleaning, mechanical and energy areas, to ensure that above standard services are supported by reimbursable work authorizations.

b. Review monthly accounting histories to ensure that no repair projects over \$10,000 are coded to function code A-46.

6. Personnel Management.

a. Review field offices training plans and Individual Development Plans to ensure that training courses are scheduled in accordance with programmatic needs and requirements relative to agency certification.

b. Review staffing patterns for general conformance to field office workload documents or Most Efficient Organization (MEO) developed under the provisions of OMB Circular A-76.

c. Check for valid and updated position descriptions and performance plans.

7. Asset Management.

a. Review various supporting documentation to ensure proper control of equipment, stock, petty cash and other assets listed in this category.

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RESOURCE MANAGEMENT PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)

Service Delivery

Maximum 75

Actual_____

N/A_____

EVALUATOR'S GUIDANCE

Max.

Min.

Score

A. Daily Accounting Histories are reconciled daily.

20

0

*

B. Field Office budget requests/ plans are generally in conformance with workload documents and program needs.

10

0

*

C. Labor variances, as of the last September 30 FR12AB report, do not exceed $\pm 2.5\%$.

10

0

*

*

*

D. Obligational levels remain within funding limitations (internal fund control).

15

0

*

*

*

E. All financial input documents including labor distribution forms, purchase orders, certified invoices, recurring contracts, RWAs, receiving reports, etc., are coded, prepared and transmitted to Finance in accordance with guidelines in the NEARS Handbook (PFM P 4261.1).

5

0

*

RESOURCE MANAGEMENT PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
F.	Personnel are trained, deployed and managed in a manner most conducive to the support of PBS programmatic requirements and client agency needs.	15	0	_____

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RESOURCE MANAGEMENT PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)

Administrative Program	Maximum <u>25</u>	Actual <u> </u>	N/A <u> </u>		
				<u>Yes</u>	<u>No</u>
A. Field office reviews and analyzes NEARS data in a manner to ensure that:					
1. NEARS Report output reflects accurately the data input (reconciliation process).			5	0	
2. All open items older than 90 days are supportable.			10	0	*
					*
B. Building Income and Expense Reports are received and reviewed.			5	0	*
					*
C. The field office has established the necessary controls for imprest funds, standby and cupboard stocks, administrative operating equipment, act numbers, and overtime usage.			5	0	

RESOURCE MANAGEMENT PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

LEASE MANAGEMENT PROGRAM RATING SHEET

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

To Page A-1

*EVALUATION SCORE:

Service Delivery:

Actual Score	N/A's	
_____	_____	
	75 - _____	x 75 = _____

Administrative Program:

Actual Score	N/A's	
_____	_____	
	25 - _____	x 25 = _____

Report Prepared By (Signature) _____

Date _____

**LEASE MANAGEMENT PROGRAM
SPECIAL INSTRUCTIONS**

The Lease Management Program consists of three separate guidelines which include guidance for evaluating:

- (1) Non-delegated Buildings;
- (2) Delegated Buildings with COR Authority; and
- (3) Sites where there is ACO Authority.

A representative from the Real Estate Division (RED) should participate in both delegated and field office evaluations to assess ACO performance in delegated, leased buildings, as well as COR performance in delegated agencies. In addition, RED must ensure that a random sampling of lease facilities are evaluated during field office evaluations.

When performing a field office evaluation there may be instances where all three guidelines will have to be used. The following procedures should be used in these instances:

- Non-delegated buildings that are leased should be scored and reported in the field office evaluation report.
- For lease space with COR and ACO authority a brief report (including findings and recommendations) should be prepared and issued to the delegated agency. A copy of the report should be sent to Central Office along with the field office evaluation report, however, the score should not be included in the overall score for lease management.

**LEASE MANAGEMENT PROGRAM
(FOR NON-DELEGATED BUILDING(S) ONLY)**

GOALS

- A lease management program has been established to ensure the provision of service to our clients required in the lease.
- Appropriate documentation of the lease management program is maintained.
- Provisions of the Federal Property Management Regulations and Executive Orders are being complied with, as applicable.

**LEASE MANAGEMENT PROGRAM EVALUATION GUIDE
(FOR NON-DELEGATED BUILDING(S) ONLY)**

The GSA contracting officer is responsible for ensuring that his/her Contracting Officer Representative (COR) is adequately enforcing the terms and conditions of the Government's lease contract. This is to be accomplished by periodic telephonic communications, onsite visits as necessary, and an annual review of the COR lease enforcement files. Onsite visits and reviews of the lease enforcement files should optimally be accomplished in connection with other leasing actions to be undertaken in the community to minimize costs. In the event that an onsite visit cannot be scheduled, it may be necessary for the COR to mail copies of the lease enforcement files to the contracting officer for review. Problem areas should be addressed immediately with a schedule of corrective actions. The contracting officer may revoke the COR designation if deemed warranted. However, any determination to revoke a COR designation must be made in writing and provided to the COR. (Certain agreements may specify that copies of these determinations also be provided to other agency officials.

In assessing the performance of the COR, the contracting officer should be concerned primarily with the following:

1. Does the COR, have as a ready reference, the COR training tutorial containing:
 - a. the lease and all amendments;
 - b. an approved unit price agreement, if applicable; and
 - c. outleases for the premises as applicable?
2. Has the COR established a lease enforcement file with copies of all correspondence between the COR, the lessor, and the contracting officer?
3. Has the COR established a periodic services calendar for conducting inspections?
4. Does the COR complete all inspection reports and follow-up with the lessor on a timely basis in correcting deficiencies?
5. Does the COR maintain a record of all communications with the lessor regarding performance issues?
6. Is there a separate file to document alteration work and is it being accomplished in accordance with policy and procedures?
7. Review service complaint log for proper followup with the lessor.

**LEASE MANAGEMENT PROGRAM
(FOR NON-DELEGATED BUILDING(S) ONLY)**

Service Delivery	Maximum <u>75</u>	Actual _____	N/A _____	
	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. Facility Manager is aware of responsibilities and limitations regarding lease management. All actions taken are appropriately authorized, (i.e., outleasing, rental deductions, etc.).	Review facility manager's responsibilities and actions.	5	0	_____
B. Deficiencies in lessor performance are reported immediately to lessor.	Review documentation.	15	0	_____
C. The facility manager is providing full service and support to occupants of the building.	Contact occupants, document unusual conditions.	10	0	_____
D. Occupants are satisfied with the building condition and with services provided by the lessor.	To be determined by occupant survey.	15	0	_____
E. Occupant complaints, where valid, are forwarded to the lessor for action and resolution	Spot check correction of several complaints.	20	0	_____

**LEASE MANAGEMENT PROGRAM
(FOR NON-DELEGATED BUILDING(S) ONLY)**

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
F. The occupant is advised of the action plan for correcting problems. Followup actions are taken and files are documented.	Spot check with selected occupants.	10	0	_____

**LEASE MANAGEMENT PROGRAM
(FOR NON-DELEGATED BUILDING(S) ONLY)**

Administrative Program **Maximum** 25 **Actual** _____ **N/A** _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
A. Facility Manager has a schedule of current fiscal year lease inspections.	Review for current copy.	5	0
B. All lease inspections for the fiscal year just completed were performed.	Review for completeness.	5	0
C. Copy of all active leases and outleases including amendments and approved unit price agreements are on file.	Review copy for completeness.	3	0
D. Reports of inspections conducted to ensure compliance with lease performance standards concerning heating, ventilation, air conditioning, lighting, elevators, maintenance, security janitorial services, and the like.	Review inspections reports and follow-up action.	3	0

**LEASE MANAGEMENT PROGRAM
(FOR NON-DELEGATED BUILDING(S))**

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
E. Record of all complaints and their resolution relative to lessor's compliance with lease terms.	Review records and followup actions.	5	0
F. Copies of all correspondence with the contracting officer concerning administration of the lease are on file.	Review correspondence with GSA.	2	0
G. Alteration work complies with the terms of contract.	Review alteration work for compliance.	2	0

LEASE MANGEMENT PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

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LEASE ADMINISTRATION PROGRAM - ACO
(FOR DELEGATED BUILDING(S) ONLY)

GOALS

- Qualified ACOs are properly trained and appointed. *
- A lease enforcement program, which includes documentation, has been established to ensure that services required by the lease are being provided. *
*
- Provisions of the GSAR, FPMR, Executive Orders, and other statutes and regulations are being complied with, as required. *
*
- An efficient system for handling lease payments in a timely manner is in place. *
*
- Administration of lease escalation provisions, real estate tax changes, and other modifications to the lease are in compliance with applicable regulations and delegated authorities. *
*
*
*

**ADMINISTRATIVE CONTRACTING OFFICER (ACO) PROGRAM
OVERSIGHT EVALUATION GUIDELINES
(FOR DELEGATED BUILDING(S) ONLY)**

The GSA Contracting Officer (CO) is responsible for ensuring that the delegatee agency ACO is adequately enforcing the terms and conditions of the Government's lease contract, This is to be accomplished by periodic telephonic communications, onsite visits, and a biennial review of the ACO lease enforcement files. In order to minimize costs, onsite visits to review these files should be accomplished, whenever possible, in connection with other leasing actions at these locations. In the event that onsite visits cannot be scheduled, it may be necessary for the ACO to mail copies of the lease enforcement files to the CO for review. Problem areas should be addressed immediately with a schedule of corrective actions. If deemed warranted, the CO may revoke the ACO designation; however, any such determination must be made in writing to the ACO. (Certain agreements may specify that copies of these determinations also be provided to other agency officials.)

In assessing ACO performance, the CO should consider the following:

- (1) Is the ACO Training Tutorial available as a ready reference and does it contain:
 - a. current lease and all amendments;
 - b. approved unit price agreement(s), if applicable; and
 - c. outleases for the premises as applicable?
- (2) Does the ACO maintain a record of all communications with the lessor regarding performance issues?
- (3) Has the ACO established a schedule for conducting periodic inspections to ensure compliance with lease performance standards?
- (4) Does the ACO complete all inspection reports; and follow-up with the lessor to ensure timely correction of deficiencies?
- (5) Has the ACO established a register to record occupant complaints and their resolutions?

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(6) Has the ACO established a lease enforcement file with
copies of all correspondence among the ACO, the lessor, and
the CO?

*
*
*

(7) Is there a separate file to document alteration work and
is this work being accomplished in accordance with applicable
policies and procedures?

*
*
*

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LEASE ADMINISTRATION - ACO
(FOR DELEGATED BUILDING(S) ONLY)

Service Delivery

Maximum 75 Actual N/A

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
A. ACO is aware of responsibilities and limitations regarding lease management. All actions taken are in accordance with delegated authorities.	Review ACO's responsibilities and actions.	20	0	<u> </u>	* * * * *
B. Persistent deficiencies in lessor performance have been reported to the CO with supporting documentation.	Review documentation.	15	0	<u> </u>	* * *
C. ACO is providing full service and support to building occupants.	Contact occupants; document unusual conditions.	10	0	<u> </u>	* * *
D. Occupants are satisfied with the building condition and with services provided by the lessor.	To be determined by occupant survey.	15	0	<u> </u>	* * * *
E. Valid occupant complaints are forwarded to the lessor for action and resolution.	Spot check correction of several complaints.	10	0	<u> </u>	* * *

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LEASE ADMINISTRATION - ACO
(FOR DELEGATED BUILDING(S) ONLY)

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
F. Occupants are advised of action plan for correcting problems. Follow-up actions are taken and file documented.	Spot check with occupants.	5	0	_____	* * * *

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LEASE ADMINISTRATION PROGRAM - ACO
(FOR DELEGATED BUILDING(S) ONLY)

Administrative Program Maximum 25 Actual _____ N/A _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
A. Copy of current lease, including all amendments.	Review copy for completeness.	2	0	* *
B. Copy of current, approved unit price agreement(s), if applicable, and orders against.	Review for current copy. Review orders.	2	0	* * * *
C. Copies of outleases, if applicable.	Review copies.	2	0	* *
D. Reports of inspections conducted to ensure lessor provided services conform to lease performance standards.	Reviews inspections reports and followup actions.	3	0	* * * *
E. Record of all complaints and their resolution relative to lessor compliance with lease terms.	Review record and followup actions.	4	0	* * * *

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LEASE ADMINISTRATION PROGRAM - ACO
(FOR DELEGATED BUILDING(S) ONLY)

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
F. Copies of all ACO correspondence with GSA CO and lessor or representative regarding administration of lease.	Review correspondence.	2	0	* * * * *
G. Contracts for alteration work adhere to Government procurement regulations.	Review procurement procedures.	2	0	* * *
H. Alteration work complies with contract terms.	Review alteration work.	2	0	* *
I. ACO has established and implemented plan to administer the lease to ensure adherence to lease provisions/receipt of specified services.	Review plan for effectiveness and implementation.	3	0	* * * * *
J. Copies of rental payments, deductions, and SLAs for tax and/or operating escalations.	Review copies of payments, deductions, escalations.	3	0	* * *

LEASE ADMINISTRATION - ACO
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

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LEASE MANAGEMENT PROGRAM - COR
(FOR DELEGATED BUILDING(S) ONLY)

GOALS

- Qualified COR's are properly trained and appointed. *
- A lease enforcement program, which includes documentation
has been established to ensure that services required by
the lease are being provided. *
*
- Provisions of the GSAR, FPMR, Executive Orders, and other
statutes and regulations are being complied with, as
required. *

**CONTRACTING OFFICER REPRESENTATIVE (COR) PROGRAM
OVERSIGHT EVALUATION GUIDELINES
(FOR DELEGATED BUILDING(S) ONLY)**

The GSA Contracting Officer (CO) is responsible for ensuring that the delegatee agency COR is adequately enforcing the terms and conditions of the Government's lease contract. This is to be accomplished by periodic telephonic communications, onsite visits, and a biennial review of the COR lease enforcement files. In order to minimize costs, onsite visits to review these files should be accomplished, whenever possible, in connection with other leasing actions at these locations. In the event that onsite visits cannot be scheduled, it may be necessary for the COR to mail copies of the lease enforcement files to the CO for review. Problem areas should be addressed immediately with a schedule of corrective actions. If deemed warranted, the CO may revoke the COR designation; however, any such determination must be made in writing to the COR. (Certain agreements may specify that copies of these determinations also be provided to other agency officials.)

In assessing COR performance, the CO should consider the following:

- (1) Is the COR Training Tutorial available as a ready reference and does it contain:
 - a. current lease and all amendments;
 - b. approved unit price agreement(s), if applicable; and
 - c. outleases for the premises as applicable?
- (2) Does the COR maintain a record of all communications with the lessor regarding performance issues?
- (3) Has the COR established a schedule for conducting periodic inspections to ensure compliance with lease performance standards?
- (4) Does the COR complete all inspection reports; and followup with the lessor to ensure timely correction of deficiencies?
- (5) Has the COR established a register to record occupant complaints and their resolutions?

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(6) Has the COR established a lease enforcement file with
copies of all correspondence among the COR, the lessor, and
the CO?

*
*
*

(7) Is there a separate file to document alteration work and
is this work being accomplished in accordance with applicable
policies and procedures?

*
*
*

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LEASE MANAGEMENT - COR
(FOR DELEGATED BUILDING(S) ONLY)

Service Delivery	Maximum	75	Actual	N/A
	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. COR is aware of responsibilities and limitations regarding lease management. All actions taken are in accordance with delegated authorities.	Review COR's responsibilities and actions.	20	0	_____

B. Persistent deficiencies in lessor performance have been reported to the CO with supporting documentation.	Review documentation.	15	0	_____

C. COR is providing full service and support to building occupants.	Contact occupants; document unusual conditions.	10	0	_____

D. Occupants are satisfied with the building condition and with services provided by the lessor.	To be determined by occupant survey.	15	0	_____

E. Valid occupant complaints are forwarded to the lessor for action and resolution.	Spot check correction of several complaints.	10	0	_____

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LEASE MANAGEMENT - COR
(FOR DELEGATED BUILDING(S) ONLY)

Service Delivery (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>	
F. Occupants are advised of action plan for correcting problems. Follow-up actions are taken and file documented.	Spot check with occupants.	5	0	_____	* * * *

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LEASE MANAGEMENT PROGRAM - COR
(FOR DELEGATED BUILDING(S) ONLY)

Administrative Program	Maximum <u>25</u>	Actual <u> </u>	N/A <u> </u>		
		<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
A. Copy of current lease, including all amendments.		Review copy for completeness.	3	0	* *
B. Copy of current, approved unit price agreement(s), if applicable.		Review for currency and orders against it.	3	0	* * *
C. Copies of outleases, if applicable.		Review for currency.	3	0	* *
D. Reports of inspections conducted to ensure compliance with lease performance standards relative to services and utilities.		Review inspection reports and followup action(s).	3	0	* * * * *
E. Record of all complaints and their resolution relative to lessor compliance with lease terms.		Review records and followup actions.	4	0	* * * *

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LEASE MANAGEMENT PROGRAM - COR
(FOR DELEGATED BUILDING(S) ONLY)

Administrative Program (continued)

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>	
F. Copies of all correspondence with GSA CO and lessor regarding management of lease.	Review correspondence with GSA.	2	0	* * *
G. Contracts for alteration work adhere to Government procurement regulations.	Review procurement procedures.	2	0	* * *
H. Alteration work complies with contract terms.	Review alteration work.	2	0	* *
I. COR has established and implemented a plan to manage the lease to ensure adherence to lease provisions and receipt of specified services.	Review plan for effectiveness and implementation.	3	0	* * * * *

LEASE MANAGEMENT PROGRAM - COR
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

**REIMBURSABLE SERVICES PROGRAM
RATING SHEET**

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	<u> </u>

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***EVALUATION SCORE:**

Service Delivery:

Actual Score	N/A's	
_____	75 - _____	x 75 = _____

Administrative Program:

Actual Score	N/A's	
_____	25 - _____	x 25 = _____

Report Prepared By (Signature) _____ Date _____

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REIMBURSABLE SERVICES PROGRAM

GOALS

- To deliver required quality services to our clients in a timely manner. *
- To give estimates to our clients within 10 percent of the actual costs. *
- To accurately charge our clients costs for reimbursable work ordered by the client. *

REIMBURSABLE SERVICES PROGRAM EVALUATION GUIDE

The intent of this guide is to provide the reimbursable services evaluator with information that will help in evaluating the effectiveness of building(s) reimbursable services program(s). Select a sample of 25 completed and terminated Non-Recurring Reimbursable Work Authorizations (RWAs) and 25 Recurring RWAs from the September 30 "Status of Work Authorization Report" (FR70SA).

1. Timeliness for Non-Recurring RWAs.

Review GSA Form 2957 and compare request date to start date?

b. Compare start date on GSA Form 2957 to dates on the "Monthly Work Authorization History Report (FR38C)" and the GSA Form 1814 "Job Control Form."

2. Estimates.

a. For Recurring RWAs, check application of formula for overtime activities to ensure compliance with methodology developed by energy management.

b. Non-Recurring RWAs

(1) Interview planner estimators to ensure that estimating techniques are in conformance with industry standards as specified by R.S. Means, the Dodge Manual, term contract schedules or other comparable publications.

(2) Compare estimates on GSA Form 2957 to obligations on FR70SA.

3. RWA Entry into NEARS.

a. Compare data in RWA files, assignment logs and Finance Transmittals (GSA Forms 2951) to data in NEARS RWA status reports (FR70SA).

b. Review completion dates to ensure timely completion of RWA's. Copy 7 of the RWA must be sent to Finance immediately upon physical completion. *

Reimbursable Guide (Continued)

4. RWA Reconciliation for Non-Recurring RWAs,

Compare GSA Form 1814 to the FR70SA.

5. Reimbursable vs. O&M Work.

Check distribution of labor hours on NEARS Manpower Utilization Report (FR70P3 Series) or Labor Distribution/Variance Summary Report (FR12AB).

6. Actual Cost Billing for Non-Recurring RWAs.

a. Compare obligations on the FR70SA to the costs on the "Completed Work Authorization Report" FR100C. Variances could indicate unliquidated open items or NEAR system problems.

b. Check for amendments where obligations/costs exceed the estimate by greater than 10 percent.

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REIMBURSABLE SERVICES PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)

Service Delivery	Maximum <u>75</u>	Actual <u> </u>	N/A <u> </u>			
			<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. Service provided met clients requirements.	Contact client.	35	0	<u> </u>	*	*
B. Work was performed as scheduled. Due dates were met.	Review Form 2957, Block 22, for start date and completion due date. Review financial and inspection documents and compare to dates.	20	0	<u> </u>	*	*
C. Excess materials were credited to client and recorded as cupboard stock.	Review material requirements with invoices, etc.	10	0	<u> </u>	*	*
D. Review relative accuracy of of estimates.		10	0	<u> </u>		

**REIMBURSABLE SERVICES PROGRAM
(FOR PBS OPERATED BUILDING(S) ONLY)**

Administrative Program	Maximum <u>25</u>	Actual _____	N/A _____		
				<u>Yes</u>	<u>No</u>
A. Estimates for recurring and non-recurring work authorizations are developed and processed in accordance with current policy, guidance and regulations.				5	0
B. All RWAs are entered into NEARS before beginning of the requested service or there is evidence that the field office has initiated action and followup to ensure prompt input.				5	0
C. RWAs are monitored sufficiently to ensure proper expenditures while being executed and that they are closed in a timely manner when work is finished.				5	0
D. Reimbursable work is not being done at the expense of required operation and maintenance work.				5	0
E. Review files for amendments where the RWA estimate is less than \$1,000 and the actual costs exceed it by \$100 or more. Where RWA estimates are \$1,000 or more, amendments are needed when the actual costs exceed the estimate by the lower of \$1,000 or 10 percent.				5	0

REIMBURSABLE SERVICES PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

SPACE ASSIGNMENT AND UTILIZATION PROGRAM RATING SHEET

REGION: _____

LOCATION: _____

Operational Unit: _____	<u>Maximum Score</u>	<u>*Evaluation Score</u>
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	<u> </u>

To Page A-1

*EVALUATION SCORE:

Service Delivery:

Actual Score		N/A's		75		-		x		75		=	
_____		_____		_____		_____		_____		_____		_____	

Administrative Program:

Actual Score		N/A's		25		-		x		25		=	
_____		_____		_____		_____		_____		_____		_____	

Report Prepared By (Signature) _____ Date _____

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SPACE ASSIGNMENT AND UTILIZATION PROGRAM

GOALS

○ A Space Assignment and Utilization program has been established to ensure the effective management of space by our delegated agencies. *

○ Appropriate documentation of space assignment and utilization is maintained to assure proper billing for space assigned. *

○ Provisions of the Federal Property Management Regulations and Executive Orders are being complied with, as appropriate. *

**SPACE ASSIGNMENT AND UTILIZATION PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Service Delivery

Maximum 75 Actual N/A

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. A space utilization inspection program has been established, implemented and documented to ensure that space is properly utilized and that reductions in space assignments are accomplished in accordance with agency space reduction plan.	Review program establishment, implementation, documentation and results as they apply to the space reduction plan.	40	0	<u> </u>
B. Notification and/or approval requirements in the delegation are being followed.	Review notification timeliness and approval requirements.	35	0	<u> </u>

SPACE ASSIGNMENT AND UTILIZATION PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)

Administrative Program

Maximum 25

Actual _____

N/A _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
A. A copy of current assignment plans showing block assignments and space classification for each agency component having separate agency/bureau code for rent purposes.	Review copies of assignment plans. Compare with assignment records. Spot check selected assignments.	10	0
B. Copies of all correspondence to GSA (including assignment drawings) regarding changes which would affect RENT billing.	Review copies of correspondence. Compare work assignment drawings.	10	0
C. Applicable guidance from GSA regulations, Executive Orders, etc. are readily available for reference and use.	Review files.	5	0

SPACE ASSIGNMENT AND UTILIZATION PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

SECURITY PROGRAM RATING SHEET

REGION: _____

LOCATION: _____

Operational Unit: _____	Maximum Score	*Evaluation Score
1. Service Delivery	75	_____
2. Administrative Program	25	_____
TOTAL	<u>100</u>	=====

To Page A-1

*EVALUATION SCORE:

Service Delivery:

Actual Score _____	N/A's	_____ 75 - _____	x	75 =	
-----------------------	-------	---------------------	---	------	--

Administrative Program:

Actual Score _____	N/A's	_____ 25 - _____	x	25 =	
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Report Prepared By (Signature)	Date
--------------------------------	------

Rev. 2 October 1, 1992

SECURITY PROGRAM

GOALS

- To provide for the safety of occupants and protection of personal property in the buildings and on the grounds.
- A security program has been established and implemented to ensure the protection of life and property from criminal activity.
- Appropriate documentation of security protection program is maintained.
- Provisions of the Federal Property Management Regulations and Executive Orders are being complied with, to ensure quality services have been provided to our clients.

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**SECURITY PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Service Delivery

Maximum 75 **Actual** _____ **N/A** _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Max.</u>	<u>Min.</u>	<u>Score</u>
A. When applicable, the agency has established and implemented a plan to manage and administer guarding, security, and/or fire safety systems and contracts to ensure adherence to specifications, and that specified services are provided.	Review plan establishment, implementation and results ensuring specified services are provided.	25	0	_____
B. Current GSA rules and regulations are posted in a conspicuous place(s) within building.	Check posting locations.	5	0	_____
C. Building protection, health, and safety requirements are provided in accordance with pertinent FPMR and GSA fire and safety criteria.	Make notations, if compliance does not occur.	15	0	_____
D. Occupants are satisfied with building safety and security services.	To be determined by occupant survey.	15	0	_____
E. Complete copies of Offense Incident Reports (GSA Form 3155) have been forwarded to GSA.	Review copies of forms and timeliness of transmittal.	15	0	_____

**SECURITY PROGRAM
(FOR DELEGATED BUILDING(S) ONLY)**

Administrative Program **Maximum** 25 **Actual** _____ **N/A** _____

	<u>EVALUATOR'S GUIDANCE</u>	<u>Yes</u>	<u>No</u>
A. A current and complete Occupant Emergency Plan exists for the building.	Review copy of plan.	5	0
B. Inventory of security systems.	Review copy of inventory.	4	0
C. Inspection records of guard.	Review inspection records of guard performance.	4	0
D. Suitability and certification records of contract cleaners, guards as applicable.	Review suitability and certification records.	5	0
E. Offense Incident Reports, GSA Form 3155.	Review reports.	5	0
F. Check for Physical Security Survey.	Review latest survey.	2	0

SECURITY PROGRAM
COMMENT SHEET

Provide complete
comments to support rating and
recognize noteworthy accomplishments

ITEM NUMBER

COMMENTS

APPENDIX A

General Instructions for Evaluating PBS Field Offices

1. Purpose of Field Office Evaluations: Field Office Evaluations are intended to assess the:
 - a. Quality of service delivery to our tenants.
 - b. Preservation of Government assets.
 - c. Compliance with established regulations, policies, and procedures, and performance work statements where A-76 competition has been won by PBS Most Efficient Organization.
 - d. Weakness of the field office operation through observation, and to offer recommendations for strengthening operations through dialogue.

Since the team is made up of experienced program officials from the regional offices and other field offices, the field office evaluation also serves as a forum for exchanging ideas and experiences. The evaluation process allows for reviewing the effect that regulations, policies, and procedures have on program execution.

By August 31 the Director of the regional Management and Safety Division will forward to the Assistant Commissioner for Real Property Management and Safety the following fiscal year's schedule for operational evaluations.

2. Field Office Evaluation Team: The team shall consist of a team leader and persons who have demonstrated a high level of expertise in the specific program areas. The team leader is responsible for:
 - a. Notifying the field office, in writing, at least 30 days in advance of the impending evaluation.
 - b. Coordinating any administrative support needed.
 - c. Scheduling entrance and exit conferences with the field office manager. The exit conference shall be held no later than five (5) days after the field work is complete.
 - d. Scheduling exit conferences with the ARA and Real Property Management and Safety Division Directors.

- e. Assembling the workpaper package and writing the final report.

Team members are responsible for collecting any information they may need prior to the on-site evaluations. They must submit their itineraries to the team leader at least 5 work days before the team leader's formal notification to the field office (See 2a.). Upon completion of their evaluation, they shall report in writing the results of their review.

Trainees may be included, however, their participation must be limited to assisting the team members and observing the evaluation process.

3. Evaluation Results: The field office evaluation report provides a numeric score and a written report that discloses significant problems and recommendations for correcting those problems.
 - a. Scoring: The numeric scoring provides a comparative basis of field office operations in a region. The results are based on a weighted system of scoring. Service delivery makes up 75 percent of the score. The Administrative Program, compliance with policies and procedures, makes up the remaining 25 percent. Weight factors are also given to specific components within each program area.

Since the quality of service delivery can exist at varying levels, partial scores (those scores between zero and the maximum score) may be given for components under the Service Delivery section. No partial scores will be given in the Administrative Program section since this is viewed as a "compliance or noncompliance" issue. Components will either receive full credit or zero.

Some of the components may not apply to certain situations. Should this happen, the evaluator should mark that component as "N/A" (Not Applicable) and make a marginal comment explaining why it is not applicable.

N/A's can significantly affect the comparative aspects of the field office evaluations and must be kept to a minimum. The following method of computing program evaluation scores will maintain the 75 percent to 25 percent service delivery to administrative program ratio:

Service Delivery:

$$\frac{\text{Actual Score}}{\text{-----}} \times 75 = \text{Evaluation Score}$$

(Maximum Score - N/A's)

Administrative Program:

$$\frac{\text{Actual Score}}{\text{-----}} \times 25 = \text{Evaluation Score}$$

(Maximum Score - N/A's)

NOTE

FOLLOW-UP EVALUATIONS SHALL BE PERFORMED WITHIN 90 TO 120 DAYS IF THE TOTAL EVALUATION SCORE IS LESS THAN 80.

FOLLOW-UP EVALUATIONS SHALL BE PERFORMED WITHIN 90 TO 120 DAYS FOR THOSE PROGRAM SECTIONS THAT RECEIVED AN EVALUATION SCORE OF LESS THAN 75.

- b. Written Report: The written report describes the results of the field office evaluation. It shall be arranged in the following manner:

- Cover Sheet - The Summary Rating Sheet will serve as the cover sheet.
- Table of Contents:

FIELD OFFICE EVALUATION REPORT
TABLE OF CONTENTS

Section:

Overview	A
Team Members	A-1
Buildings Visited	A-2
Operations & Maintenance Program	B-3
Energy Conservation Program	C-4
Custodial Program	D-5
Safety and Environmental Program	E-6
Concessions Program	F-7
Repair and Alterations Program	G-8
Contracting Activities Program	H-9
Resource Management Program	I-10
Lease Management Program	J-11
Reimbursable Services Program	K-12

○ Format

- Overview - This section consists of a narrative, field office comments, and a signature page. The narrative will give a general description of the scope of the evaluation and a summary of the results. The summary should highlight both the positive program areas under the field office and only those problem program areas that are so significant that they require immediate attention.

The field office comments section is optional for the field office manager. This allows the manager to comment on any aspects of the operational evaluation. We encourage these comments. Although the final disposition of issues rests with the evaluation team and regional management, this section offers a forum for the field office manager to comment on the results of the evaluation.

The signature page shall begin with the following statement: "The undersigned have reviewed the field office evaluation performed in the (Field Office Name) Field Office during (Dates of Evaluation). We have reviewed the findings and recommendations and agree that the action plans will fully resolve these issues."

This statement shall be signed by the Field Office Manager, the Evaluation Team Leader, the Director of the regional Office of Real Property Management and Safety Division, and the Assistant Regional Administrator, PBS.

- Team Members - List all participants and the functions they performed during the evaluation.
- Buildings Visited - List all buildings that were inspected during the evaluation and the dates they were inspected.
- Program Sections - Each program section shall begin with the Program Rating Sheet and component scoring sheets. It should be followed with a brief narrative describing the results of evaluating the program section. The final entries in each program section should be the

GSA FORM 7413 for each individual finding and recommendation for the particular program section. A finding is defined as a problem so critical it requires immediate attention. The correcting action requires tracking by regional management until completion. The field office manager and the division director shall certify on the GSA FORM 7413 that the correcting action is complete and place it in the Field Office Evaluation file. **NOTE: PLEASE REFER TO THE LEASE MANAGEMENT SECTION FOR SPECIAL INSTRUCTIONS ON REPORTING REQUIREMENTS.**

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*

- Page Numbering - Please number the pages in accordance with the Table of Contents exhibited in Appendix A-3. The component rating sheet shall carry the designating letter. Subsequent pages within the component shall be numbered sequentially. For example: B.1, B.2, etc.
- 4. Evaluation File - The regional director of the Real Property Management and Safety Division will maintain an evaluation file for each field office evaluation. The evaluation file will be made up of all notes, pictures, work papers, client interviews and other materials related to the Field Office Evaluation. The file should conform to the following format:

○ Table of Contents

	Section
Field Office Evaluation Report	A
Operations and Maintenance	B
Energy Conservation	C
Custodial Management	D
Safety and Environmental	E
Concessions	F
Repair and Alterations	G
Contracting Program	H
Resource Management	I
Lease Management	J
Reimbursable Services	K
Administrative	L

- Format - The Rating Sheet for each program shall serve as the first page of each section and shall carry the corresponding section letter. The

Service Delivery Rating Sheet for that program shall serve as the second page. The work papers supporting the Service Delivery rating should follow. They, inturn, should be followed by the Administrative Program Rating Sheet which would be followed by its supporting work papers.

○ Page Numbering:

The page numbering system for the evaluation package is based on the following:

	PAGE NUMBER: X-N	x.	N
An alpha character corresponding ----- to the program section in the Table of Contents.			
A "1" for Service Delivery or a----- "2" for Administrative Program			
An alpha character that corresponds ----- to the evaluation components within the Service Delivery and Administrative Program Subsections.			
A numeric character that sequentially----- numbers the workpapers for that component.			

As an example: The Rating Sheet for the Operations and Maintenance program would be labeled "B". Its Service Delivery rating sheet would be labeled "B-1".

The check list used to evaluate buildings under component "A" of the Operations and Maintenance Program shall be numbered as "B-1a.1". The next pages of the check list shall be labeled "B-1a.2", "B-1a.3" and so on until the workpapers for the next component, which would be labeled "B-1b.1", "B-1b.2", etc. The Administrative section would be labeled "B-2a.1", "B-2a.2", etc.

- Administrative - The Administrative Section of the evaluation package should contain copies of the notification letter to the field office, team member itineraries, and other documentation such as notes from the exit conferences.
- DO NOT INCLUDE THE NARRATIVE GUIDELINES IN YOUR FINISHED WORKPAPER PACKAGE.

5. Evaluation File Disposition - The original copy of the Field Office Evaluation Package will be kept in the region.
6. A copy of the final Field Office Evaluation Report, ONLY, should be sent no later than **30 DAYS** after the field office exit conference to:

General Services Administration
Office of Real Property Management and Safety
Regional Evaluations Branch (PMPO)
Washington, DC 20405

Please feel free to attach any comments or questions with regard to the Operational Evaluation Guidelines. The Central Office Real Property Management and Safety staff shall respond within 30 days.

APPENDIX B

I. General Instructions for Evaluating Delegated Building Operations

1. Purpose of operational evaluations for delegated agencies is to assure:
 - A. Preservation of Government assets.
 - B. Quality delivery of services to building occupants.
 - C. Compliance with established regulations, policies and procedures.
 - D. Compliance with new delegation and re-delegation agreements.
2. The Delegation Evaluation Team: The team shall consist of a team leader and persons who have demonstrated a high level of expertise in the specific program areas.
 - A. The team leader is responsible for:
 - i. Notifying the delegatee agency, in writing, at least 30 days in advance of the impending evaluation.
 - ii. Coordinating any administrative support needed.
 - iii. Distributing a copy of the delegation agreement and other appropriate documentation to each team member.
 - iv. Scheduling entrance and exit conferences with the delegated agency officials.
 - v. Assembling the work paper package and writing the final report.
 - B. Team members are responsible for:
 - i. Reviewing the delegation agreement.
 - ii. Reviewing prior operational evaluation reports.
 - iii. Preparing any information or analysis they may need prior to the on-site evaluations.

- iv. Submitting their itineraries to the team leader at least 5 working days before the team leader's formal notification to the delegated agency (see 2A.i.).
- V. Discussing the results of their review, especially the findings, with all delegated agency officials affected.
- vi. Submitting to the team leader:
 - a. A written report discussing the results of their review.
 - b. A GSA Form 7413 for each finding and recommendation (F&R). Reviews of multiple buildings should specify on Form 7413 which building the finding F&R's pertain to.
 - c. The scoring sheets and all documentation supporting the evaluator's score (e.g., notes, checklists, work papers, computations, and photographs).

The Delegation Evaluation Team will assist and advise the agency upon the agency's request.

Trainees may be included; however, their participation must be limited to assisting the team members and observing the evaluation process.

3. Evaluation Results: The evaluation provides a numeric score and a written report that discloses significant achievements as well as problems and recommendations for correcting those problems. A draft report will be prepared by the regions and delivered to the delegatee at the exit conference or within five days after the exit conference. The delegatee's comments are due within 30 days upon receipt of the draft report. The final report will be issued no later than 15 days after the delegatee's due date. Any delegatee's comments received prior to final issuance of the report will be included.

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A. Scoring: The numeric scoring provides a comparative basis of operations. The results are based on a weighted

system of scoring. Service Delivery makes up 75 percent of the score. The Administrative Program, compliance with policies and procedures, makes up the remaining 25 percent. Weight factors are also given to specific components within each program area.

Since the quality of service delivery can exist at varying levels, partial scores (those scores between zero and the maximum score) may be given for components under the Service Delivery section. No partial scores will be given in the Administrative Program section since this is viewed as a "compliance or noncompliance" issue. Components will either receive full credit or zero.

Some of the components may not apply to certain situations. Should this happen, the evaluator should mark that component as "N/A", (Not Applicable) and make a marginal comment explaining why it is not applicable.

Where a delegated agency's failure to perform is so significant as to generate a finding, the evaluator must make recommendations that will remedy the failure. If an operation scores less than 80 on the overall evaluation, a follow up evaluation shall be performed within 90 to 120 days from the date of the final report. If a delegated operation scores 80 or higher, but one or more specific program area scores less than 75, a follow up evaluation of those specific programs shall be performed with 90 to 120 days from the date of the final report. If the follow up evaluation indicates the delegatee is still performing unacceptably, the delegation will be assessed in accordance with the policy on reversion.

The following method of computing program evaluation scores will maintain the 75 percent to 25 percent service delivery to administrative program ratio:

Service Delivery:

$$\begin{array}{rcl} \text{Actual Score} & & \\ \hline \text{(Maximum Score - N/A's)} & \times 75 & = \text{Evaluation Score} \end{array}$$

Administrative Program:

$$\begin{array}{rcl} \text{Actual Score} & & \\ \hline \text{(Maximum Score - N/A's)} & \times 25 & = \text{Evaluation Score} \end{array}$$

B. Written Report: The written report describes the results of the delegation evaluation. It shall be arranged in the following manner:

- i. Acknowledgment Page - The delegated agency representative shall acknowledge receipt of the evaluation report by signing the form on page B-13 of Appendix B. The form should be returned via fax to GSA. "Note: This does not require completion of action plans, nor does it constitute acceptance of the findings and/or recommendations." *
- ii. Cover Sheet - The summary rating sheet will serve as the cover sheet. *
- iii. Table of Contents: *

DELEGATION EVALUATION REPORT

TABLE OF CONTENTS

	Section:
Overview	A
Team Members	A-1
Buildings Visited	A-2
Operations & Maintenance Program	B-3
Energy Conservation Program	C-4
Custodial Program	D-5
Safety and Environmental Program	E-6
Concessions Program	F-7
Repair and Alterations Program	G-8
Contracting Activities Program	H-9
Resource Management Program	I-10
Lease Management Program	J-11
Space & Assignment & Utilization Program	K-12
Security Program	L-13

iv. Overview

The overview consists of the following major sections:

- a. Purpose - This paragraph should briefly discuss the purpose of the evaluation. It must include, at a minimum, the concepts of asset preservation, tenant satisfaction, and compliance with the delegation agreement.

b. Scope - This paragraph should briefly describe how the evaluation was performed, for example, "This evaluation was performed in accordance with the GSA Operational Evaluation

Guidelines. It included site visits and equipment testing where deemed necessary. Documentation was reviewed for compliance, and tenants and employees were interviewed to assist the evaluator in developing his/her conclusions."

c. Conclusion - This section of the report will disclose the summary evaluation narrative. The opening paragraph will depend on the scoring and the findings.

○ When the summary score is at least 80, the individual program scores are at least 75 and there are no specific findings, use the following opening sentence: "We found the real property programs delegated to (insert agency name) meet the terms of the delegation agreement, and GSA regulations and guidelines."

○ When the summary score is at least 80, and the individual program scores are at least 75, but there are specific findings for the agency to address: "Except for a few findings in (list program area) we found the real property programs delegated to (insert agency name) meet the terms of the delegation agreement, and GSA regulations and guidelines."

○ When the summary score is at least 80, but one or more individual programs score less than 75: "Except for (list the deficient program areas) we found the real property programs delegated to (insert agency name) generally meet the terms of the delegation agreement and GSA regulations and guidelines. We will reevaluate (list program areas) within 90 to 120 days from the date of this report because these areas were found to have unacceptable scores."

○ When the summary score is less than 80: "The real property programs delegated to (insert agency name) do not meet the terms of the delegation agreement, nor GSA regulations and guidelines. Specific recommendations have been developed to correct these deficiencies

action to implement them should begin immediately. We will reevaluate the delegated operations within 90 to 120 days from the date of this report."

○ Under all situations the report should end with an offer to assist the agency and a person to contact for that assistance.

- v. Team Members - List all participants and the functions they performed during the evaluation.
- vi. Buildings Visited - List all buildings that were inspected during the evaluation.
- vii. Program Sections - Each program section shall begin with the program rating sheet. It should be followed with a brief narrative describing the results of evaluating the program section, and the program components sheets. The final entries in each program sections should be the GSA FORM 7413 for each individual finding and recommendation for the particular program section. **NOTE: PLEASE REFER TO THE LEASE MANAGEMENT SECTION FOR SPECIAL INSTRUCTIONS ON REPORTING REQUIREMENTS.**
- viii. Page Numbering - The page numbering system for the final report is based on the following:

	A-n.n	x
"A" identifies the page as part -----		
of the final report.		
A numeric character, identifies -----		
the major section of the final report.		
A numeric character, identifies -----		
the subsection within the major section.		
1 = Narrative		
2 = Finding		
3 = Finding		
An alpha character, identifies the -----		
paging sequence within the subsection.		

As an example:

The first page of the overview section would be labeled "A.1." Subsequent pages in the overview should be labeled "A.2," "A.3." The concessions portion of the report would begin with the rating sheet for the concessions program. It would be numbered "A-7." The narrative supporting the rating would follow. The first page of the narrative would be numbered "A-7.1" or "A-7.1a" if more than one page is required. The rest of narrative would be numbered "A-7.1b," "A-7.1c." The first finding (GSA Form 7413) should be numbered "A-7.2," the second "A-7.3."

4. Evaluation Package: The evaluation package will be made up of the final report and all documentation and work sheets related to the delegation evaluation. The package should conform to the following format:

A. Table of Contents

	Section
Delegation Evaluation Report	A
Operations and Maintenance	B
Energy Conservation	C
Custodial Management	D
Safety and Environmental	E
Concessions	F
Repair and Alterations	G
Contracting Activities	H
Resource Management	I
Lease Management	J
Space Assignment and Utilization Program	K
Security Program	L
Administrative	M

- B. Format - The rating sheet for each program shall serve as the first page of each section, and shall carry the corresponding section letter. The service delivery rating sheet for that program shall serve as the second page. The work papers supporting the service delivery rating should follow. They in turn should be followed by the administrative program rating sheet which would be followed by its supporting work papers.

- C. Page Numbering - The page numbering system for the evaluation package is based on the following:

	PAGE NUMBER:	X-N	x.	N	x
An alpha character corresponding ----- to the program section in the Table of Contents.					
A "1" for service delivery or a "2" ----- for administrative program.					
An alpha character that corresponds to ---- the evaluation components within the service delivery and administrative program subsections.					
A numeric character that may: -----					
<ul style="list-style-type: none"> ○ correspond to a sub-component within an evaluation component. ○ mark a building that was evaluated under a major component. ○ serve as a page designator for a major component that has no components nor building evaluations. 					
An alpha character that may serve as a ----- page designator for a sub-component or as a designator for a building that was evaluated under a sub-component.					

As an example: The rating sheet for the operations and maintenance program would be labeled "B". Its service delivery rating sheet would be labeled "B-1." The check list used to evaluate buildings under component "A" or the operation and maintenance program shall be numbered as "B-1a.1."

The next pages of the check list for the specific building shall be labeled "B-1a.1a," "B-1a.1b." The check list for the next building should be labeled "B-1a.2." The administrative program rating sheet should follow the service delivery work sheets, and it should be labeled "B-2." Component "A" should be labeled "B-2a.1" if more than one page is needed or if there are subcomponents. If there are subcomponents, the first page of the subcomponent should be labeled "B-2a.1a," "B-2a.1b" and "B-2a.1c." The next component would begin with page "B-2a,2."

- D. Administrative - The administrative section of the evaluation package should contain copies of the notification letter to the delegated agency, team member itineraries, and other documentation such as notes from the exit conferences.

(DO NOT INCLUDE THE NARRATIVE GUIDELINES IN YOUR FINISHED WORK PAPER PACKAGE.)

- 5. Evaluation Package Disposition: The original copy of the delegation evaluation package will be kept in the region and filed along with agency comments, action plans and documentation of completed actions.
- 6. A copy of the final Delegation Evaluation Report, ONLY, should be sent to: General Services Administration, Office of Real Property Management and Safety, Program Performance and Analysis Division, Regional Evaluations Branch (PMPO).

A copy of the final Delegation Evaluation Report shall also be sent to the delegated agency.

II. Reversion Policy For Federally-Owned And/Or Operated Delegated Facilities

- 1. Purpose of Reversion Policy: The reversion policy establishes the procedures and processes whereby delegations of operation and management authorities in federally-owned and/or operated facilities are terminated and the responsibility for operation and management of the asset reverts back to GSA.
- 2. Reasons for a Delegation Reversion:
 - A. Nonperformance of program responsibilities;
 - B. Noncompliance with the terms of the agreement;
 - C. Loss of eligibility (based on percentage of occupancy);
 - D. Expiration of the delegation agreement; and
 - E. Mutual agreement.

3. Reversion Classifications:

The following classifications are not mutually exclusive and a reversion may encompass several classifications. The salient characteristics are outlined below.

A. Nonperformance of program responsibilities:

This will be based primarily on the application of the Operational Evaluation Guidelines as follows:

- i. A recommendation of a reversion for nonperformance will be prepared using the following guidelines:
 - a. Overall reevaluation score is less than 80 points.
 - or
 - b. The reevaluation score of an individual program area is less than 75 points and the nonperformance of this program area threatens the real property asset.
- ii. The process for both of these will require consideration of prior evaluations and any extenuating circumstances which might adversely affect the delegated agency's ability to perform.

B. Noncompliance:

This will be based on a delegatee failing to comply with the terms and conditions of the agreement. It requires that significant compliance failures be documented and brought to the attention of the delegate at least twice. Some examples of this documentation would be a deficient allocation account and/or failure to submit required reports (i.e., the annual cost report, the allocation account documentation, the annual budget request).

C. Loss of Eligibility:

Delegation eligibility is based on the current national policy, which limits delegation eligibility to single tenant agencies having 90 percent or greater occupancy of Government controlled space. However, changes in occupancy over the term of the agreement may occur. In the event a delegatee's occupancy changes below the 90 percent threshold value, the delegated agency may no longer be eligible for the delegation.

The following guidelines establish the criteria in which the delegatee may retain the delegation:

If the occupancy ratio (occupied space only) is less than 90 percent and the agency does want to retain the delegation;

- i. The agency must have satisfactory performance evaluations;
- ii. The agency must provide evidence of affirmative concurrence of 100 percent of the RENT paying agencies in the building or facility being considered for delegation. This will be required documentation which will be verified during regional reviews; and
- iii. The agency must have a record of administrative compliance with the terms and conditions of the delegations agreement.

If the occupancy ratio (occupied space only) is less than 90 percent and the agency does not want to retain the delegation, the reversion basis will be considered mutual agreement.

D. Expiration of Delegation:

This will be based on the expiration of the term of the agreement. This action would be occasioned by a decision not to continue with a "follow-on" redelegation of authority. The basis of the decision can be ineligibility, noncompliance, nonperformance, and/or mutual agreement.

The deciding agency (GSA or delegatee) must provide sufficient notice of its intent not to continue with the delegation. The specific period of time will vary, but a minimum of 120 days prior notice is needed. This enables either GSA or the delegatee to prepare for the reversion.

E. Mutual Agreement:

This will be based on agreement between GSA and the delegatee, that the delegation will revert to GSA without cause. This type of reversion reflects a decision by the management of both agencies, that the asset can be more effectively and/or efficiently managed by GSA.

4. Process:

- A. Subsequent to a timely reevaluation and definitive evidence of a delegatee's failure to improve program area(s) performance, a reversion recommendation (RR) will be made by the Regional Administrator and concurred on by the Central Office program office(s). The RR will then be forwarded to the PBS Commissioner. The RR will contain a justification for reversion, an impact analysis (FTE, costs, contract impacts) and a GSA phase-in plan.

The RR will be followed by the Commissioner's issuance of a "Notice of Intent to Revert." This will give the delegated agency a 30 day response window and a proposed effective date of reversion.

- B. The final decision to revert must be made by the GSA Administrator; however, the RR is subject to the "Disputes" clause in the standard delegation agreement.
- C. Except in instances of emergency or life threatening situations occasioned by nonperformance under the terms of the agreement, reversions will be proposed to coincide when the fiscal year starts,
- D. Once a reversion decision has been made, GSA will have the latitude to assume partial operational responsibility for deficient program areas in order to protect the real property asset. The authority for reversion will be the termination provision of the agreement.

5. Reversion Date:

Except for reversions which are mutually agreed upon between the delegated agency and GSA or in cases of life threatening situations/emergency situations, the reversion effective date will always coincide with a fiscal year start. In the event of an urgent need to revert based on nonperformance or as a result of a mutually agreed upon reversion date, the delegatee may be required to furnish the funding and other resources for GSA to manage the asset (reimbursable operation).

Rev. 3 October 1, 1993

ACKNOWLEDGMENT OF RECEIPT FORM

*

AGENCY/BUILDING: _____

*

DATE(S) OF EVALUATION: _____

*

I hereby acknowledge receipt of the aforementioned
delegation evaluation report

*

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*

*

*

*

*

Please return form via fax to:

*

NAME: _____

*

OFFICE: _____

*

OFFICE TELEPHONE: _____

*

FAX NUMBER: _____

*

Note: This does not require completion of action plans, nor
does it constitute acceptance of the findings and/or
recommendations.

APPENDIX C

CLIENT AGENCY SURVEY

The Client Agency Survey serves as a barometer for measuring client satisfaction. Although use of the survey during the field office evaluation is encouraged, it is optional. The field office evaluation focuses on service delivery based on PBS performance levels.

The Client Agency Survey measures performance to client expectations. An "Expectations Gap" exists when the service delivery meets PBS performance levels but falls short of client expectations. The survey discloses that gap. The building manager can use this information to review the operations and determine whether performance levels are not achieved or client expectations maybe too high.

Where performance fails to meet PBS quality levels, the building manager can take immediate steps to remedy the problem. Where performance levels are met but client expectations exceed those levels, building manager needs to establish better communications with the client.

As a tool for evaluating field offices, the Client Agency Survey can be beneficial. Its true merit lies in its usage by the buildings managers. Its an excellent means of communicating with the clients and for determining the level of performance from the clients perspective. Therefore, usage by the building manager is encouraged.

Client Agency Interview/Survey

Key: N/A - NOT APPLICABLE, A - ALWAYS, U - USUALLY,
O - OCCASIONALLY, S - SELDOM, N - NEVER

1. OUTSIDE CLEANING

- | | | | | | | |
|--|-----|---|---|---|---|---|
| a. Landings, steps and sidewalks adjacent to entrances are swept daily. No obvious dirt or debris observed. | N/A | A | U | O | S | N |
| b. All sidewalks, parking areas, drive-ways and lawns are policed everyday. No obvious signs of discarded wrappers, paper, cigarette butts, etc. | N/A | A | U | O | S | N |
| c. All sidewalks, parking areas, and driveways are swept weekly. No obvious dirt or debris observed. | N/A | A | U | O | S | N |
| d. Lawns are cut, edged, trimmed and watered as required. Grass presents a well groomed appearance. | N/A | A | U | O | S | N |
| e. Shrubbery is trimmed and watered as required. Shrubs appear healthy with no signs of excess dryness. | N/A | A | U | O | S | N |
| f. Snow and ice is removed as required. | N/A | A | U | O | S | N |

2. ENTRANCE AND LOBBY CLEANING

- | | | | | | | |
|---|-----|---|---|---|---|---|
| a. Each day the full floor area is swept or vacuumed. Floors/carpet free of obvious dirt and debris. | N/A | A | U | O | S | N |
| b. Each day all surfaces are dusted; walls are spot cleaned. No obvious dust found on surfaces. Smudges, marks, or spots not visible. | N/A | A | U | O | S | N |
| c. Each day metal on entrance doors is polished. No smears, stains, or fingerprints observed. | N/A | A | U | O | S | N |
| d. Each day all floors in main entrances and lobbies are damp mopped and spray buffed daily. The floors shine. | N/A | A | U | O | S | N |

e. Daily, all ash receptacles are cleaned. All ashes, tar, dust and nicotine stains are removed.	N/A	A	U	O	S	N
--	-----	---	---	---	---	---

f. Both sides of main entrance glass are cleaned daily. Glass is free of dirt, grime, fingerprints and streaks.	N/A	A	U	O	S	N
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3. ROOM CLEANING

a. Ashtrays are emptied and cleaned daily. All dirt, ash, stains and dust are removed.	N/A	A	U	O	S	N
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b. Wastebaskets are emptied daily. Plastic bags are replaced when they become soiled or torn.	N/A	A	U	O	S	N
---	-----	---	---	---	---	---

c. The full floor areas are swept and/or vacuumed thoroughly each month. No dirt or dust observed under tables, desks, chairs, etc.	N/A	A	U	O	S	N
---	-----	---	---	---	---	---

d. Floors are spot swept or vacuumed daily. No obvious dirt or debris observed in traffic patterned areas.	N/A	A	U	O	S	N
--	-----	---	---	---	---	---

e. All horizontal surfaces of desks, tables and files that are readily available are dusted daily.	N/A	A	U	O	S	N
--	-----	---	---	---	---	---

f. All horizontal surfaces and under surfaces of furniture are dusted monthly.	N/A	A	U	O	S	N
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g. All glass in doors, partitions and bookcases are damp-wiped semiannually. Glass is free of dirt, streaks, fingerprints, watermarks.	N/A	A	U	O	S	N
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h. All tile floors are stripped and new floor finish is applied annually.	N/A	A	U	O	S	N
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4. RESTROOM CLEANING

a. Floors are swept and mopped or scrubbed utilizing a cleaner disinfectant everyday. Floors are free of dirt, mop marks, string gum, grease, tar, etc.	N/A	A	U	O	S	N
---	-----	---	---	---	---	---

b. All fixtures are cleaned and properly disinfected everyday. All fixtures	N/A	A	U	O	S	N
---	-----	---	---	---	---	---

are clean and bright with no evidence of dusts, dirt, mold, encrustation, etc.

c. Horizontal surfaces are dusted and other surfaces are spot-cleaned everyday. Smudges and spots are removed.

N/A A U O S N

d. All trash receptacles are emptied daily.

N/A A U O S N

e. Towel and tissue dispensers are restocked as needed.

N/A A U O S N

f. Graffiti is removed daily.

N/A A U O S N

g. The restroom is serviced during the day (trash picked-up, dispensers restocked).

N/A A U O S N

h. All walls, doors, stall surfaces and trash receptacles are damp-wiped every 2 months. No streaks, smears, or spots are observed.

N/A A U O S N

5. CORRIDORS

a. The full floor areas of all corridors are swept or vacuumed daily. Floors are free of all dirt, dust and debris.

N/A A U O S N

b. All drinking fountains and ash receptacles are cleaned daily. Fountain basins are free of trash, ink, coffee grounds and nozzles are free from encrustation.

N/A A U O S N

c. In main corridors, hard and resilient floors are damp-mopped and spray buffed daily. Floors shine and have an uniform lustre.

N/A A U O S N

6. ELEVATORS/ESCALATORS

a. All passenger elevators and escalators are cleaned daily. Floors are clean. Metal, plastic, and other surfaces are free of streaks and fingerprints.

N/A A U O S N

b. Floors of freight elevators are swept daily.

N/A A U O S N

7. STAIRWAYS

a. All stairways are swept and handrails dusted every other day. Landings and treads are free of dirt, dust, gum, cigarette butts, and other debris. N/A A U O S N

b. Steps, risers and landings are mopped monthly. Landings and steps are free of dirt, mop marks, gum, grease, tar, string and present an overall appearance of cleanliness. N/A A U O S N

8. WINDOWS

a. Windows are washed twice a year. Washed glass is free of dirt, grime and streaks. N/A A U O S N

b. Venetian blinds are dusted and vacuumed twice a year. N/A A U O S N

c. Venetian blinds are washed annually. Both sides of blind slates are free of dust, dirt and water spots. N/A A U O S N

9. PEST CONTROL SERVICES

a. Insect problems are taken care of immediately. After treatment, no evidence of infestation is observed. N/A A U O S N

b. Rodent problems are taken care of immediately. After treatment, no evidence of infestation is observed. N/A A U O S N

10. UTILITY SERVICES (Moving Furniture, Loading/Unloading Supplies, etc.)

a. Requests for utility type services are responded to within a reasonable timeframe (24 hours). N/A A U O S N

11. REIMBURSABLE SERVICES (Additional Cleaning and HVAC Services)

a. RWAs are processed and estimated within standard timeframes (usually 30 days). N/A A U O S N

b. Requested services are provided in accordance with the RWA request. N/A A U O S N

12. OFFICE/ROOM TEMPERATURE

a. Office space is maintained at 76 to 80 degrees during seasonably hot months.	N/A	A	U	O	S	N
b. Office space is maintained at 65 to 70 degrees during seasonably cold months.	N/A	A	U	O	S	N
c. Temperatures are within the above ranges at the beginning of each workday.	N/A	A	U	O	S	N
d. Temperatures are within the above ranges until the end the workday.	N/A	A	U	O	S	N
e. Any complaints of deviations in the temperatures above are responded to in a reasonable amount of time.	N/A	A	U	O	S	N

13. OFFICE LIGHTING LEVELS

a. Ample lighting (50 ft. candles) is provided at each workstation.	N/A	A	U	O	S	N
b. Hallways are adequately lit to provide safe means of passage.	N/A	A	U	O	S	N
c. Any complaints of blinking or burned out lights tubes are responded to and corrected within 24 hours.	N/A	A	U	O	S	N

14. RESTROOM/PLUMBING

a. All urinals/commodes flush properly to remove waste.	N/A	A	U	O	S	N
b. Warm water is provided for hand washing.	N/A	A	U	O	S	N
c. All drains in sinks allow for easy drainage of waste water.	N/A	A	U	O	S	N
d. All fixtures are free of water leaks.	N/A	A	U	O	S	N
e. Any complaints to correct any of the above conditions are responded to and corrected within 24 hours.	N/A	A	U	O	S	N

15. MECHANICS/CONTRACTOR PERSONNEL

- | | | | | | | |
|--|-----|---|---|---|---|---|
| a. When a repair request is responded to by a mechanic he/she is courteous and professional. | N/A | A | U | O | S | N |
| b. Repairs are effected with a minimum of disruption to the office staff. | N/A | A | U | O | S | N |
| c. All mechanical personnel are easily identified by their distinctive uniform bearing the GSA logo or company name. | N/A | A | U | O | S | N |
| d. Repairs are effected by mechanical personnel using all necessary safety precautions (i.e., warning signs, safety ladders, etc.) | N/A | A | U | O | S | N |

16. ELEVATORS/ESCALATORS

- | | | | | | | |
|--|-----|---|---|---|---|---|
| a. Once a hall call button is pushed, an elevator car responds in a reasonable timeframe. | N/A | A | U | O | S | N |
| b. Elevator doors open and close properly within a reasonable timeframe. | N/A | A | U | O | S | N |
| c. Elevator doors do not close on passenger entering or exiting the elevator. | N/A | A | U | O | S | N |
| d. All hall button and floor number indicator lights work properly. | N/A | A | U | O | S | N |
| e. All elevators generally are operating properly and are not out of service for long periods of time (3 days or more). | N/A | A | U | O | S | N |
| f. Escalators generally work properly and are not out of service for long periods of time (3 days or more). | N/A | A | U | O | S | N |
| g. When any malfunctions in elevators or escalators are reported, they are responded to immediately and corrected within 24 hours. | N/A | A | U | O | S | N |

17. MECHANICAL DOORS

- | | | | | | | |
|---|-----|---|---|---|---|---|
| a. All mechanical doors operate properly and allow ample time to enter/exit building. | N/A | A | U | O | S | N |
| b. Mechanical doors are not out of | N/A | A | U | O | S | N |

service for long periods of time (3 days or more.)

18. UNSAFE CONDITIONS

a. Mechanical malfunctions in electrical systems (i.e., electrical outages due to shorts, blown fuses/tripped breakers) are virtually nonexistent. N/A A U O S N

b. Broken doors, window glass, locks, etc., are repaired within 24 hours of being reported. N/A A U O S N

c. Stairwells are adequately lit and pose no safety hazards. N/A A U O S N

19. SERVICE CALL PROCEDURES

a. You are treated with courtesy when you report a service problem (i.e., lights out, leaks, spills, etc.)? N/A A U O S N

b. Service problems are responded to within the following time periods: N/A A U O S N

Problem/Service	Response Time	Repair Time	
Health/Safety	Immediately	Most within 24-48 hours	A U O S N
Inoperable elevators	Immediately	24-48 hours	A U O S N
Too hot/cold; restroom servicing; water fountain	1-2 hours after call is rec'd	24-48 hours	A U O S N
Broken glass; broken entrance/exit doors	2-4 hours after call is rec'd	24-48 hours	A U O S N
Replace lights at workstations	24 hours after call is rec'd	24-48 hours if ballast is bad	A U O S N
Routine servicing (broken vential blinds, minor restroom problems)	Within 3 days	5 days	A U O S N